

PATIENT PARTICIPATION ANNUAL GENERAL MEETING

24TH FEBRUARY 2020

BLUEBELL MEDICAL CENTRE

ACHIEVEMENTS

1. Audit work

SAFE PRESCRIBING

NSAIDS

- Patients with annual review
- High risk patients with 2 or more risk factors
- Patients over 65 years, long term use without PPI

LITHIUM AUDIT

- Shared care agreement in place

This piece of work led to an overhaul of all high risk drugs

- Check regular monitoring
- Check bloods
- Annual review by consultant
- Shared care agreement in place
- Practice lead to see all bloods

SODIUM VALPROATE

- Pregnancy risk assessment

IMPROVE END OF LIFE CARE

- Regular MDT meetings
- Practice system to ring patient/carer (traffic light system)
- Up to date DNAR
- Communicate patient wishes with other agencies ambulance, out of hours etc
- Daffodil standards in place (Marie Curie)

Peer review of above with PCN twice throughout year to share good practice and learn from each other.

2. Development of PCN (Primary Care Network)

8 practices, Bluebell, Newlands, Crossfell, Westbourne, Kings, Hirsell, Coulby, Parkway

Approx 62,000 patients

2 clinical directors

Each practice has a clinical lead

Work to date

- Peer Review of Audit work
- Extended Hours

- Working with MIND to provide social prescribing support for each practice, to tackle wellbeing, loneliness, health inequalities and access to services. More pro-active care (less fire fighting) x2 link workers to be employed
- Improving care for patients in care homes
- How to ensure effective working across practices (IT particularly)

3. Pharmacist Hours increased

Riz now works 2 days per week, presently Tues and Friday however these days subject to change depending on other commitments (training). Any medication and scripts queries should be directed in the first instance to Riz.

4. Additional/new staff

- Increased Clinical Practitioner Hours X2 new CP appointed, anticipated start mid April/beginning of May.
- Additional HCA (Angela) to offer additional hours and cover Kat maternity
- Operational Manager appointed – Julie Moore
- Senior Administrator appointed to support management – Hayley Jackson
- Alan Jones now left
- New Reception and Admin staff
- Salaried GP – Dr Elena Ross

5. IT Development

- X3 additional scanners sourced
- Upgrade to Microsoft 10 to comply with IG data security and protection
- NHS App
- MJOG
- E CONSULT – electronic consultation software which will work via our website
- Patient online access campaign

6. PILOTS

- You've got this Diabetes (Diabetes reversal) on steering group
- Pre diabetes pilot
- Macmillan passport to my health and wellbeing pilot
- We care you care forum (Carers)
- CRP pilot being considered through PCN
- Screen stars initiative (cytology)

7. Engagement & Involving Staff to Improve Patient Care

- CRP
- Offer incentive scheme to staff
- Regular meetings with all staff
- Catch up informal weekly meetings
- Cancer champion appointed
- Palliative care admin lead
- Carers lead

- LGBT+ lead
- Veteran lead

ACTION PLAN FOR 2020/2021

Communication

- Endeavour to create a more frequent patient newsletter
- Informing patients on how we are responding to feedback from patient survey
- Appointing a Patient Support Officer within existing staff – Danielle Foy
- Enhance the patient website
- Improved access via telephone

PCN Development

- Additional Pharmacist support for PCN
- Care Home Project
- Link worker to be in practice weekly
- Consider other ways to improve patient care closer to home
- Continue to be the lead practice for the PCN

IT & online services

- Website
- E Consult
- Campaign to support online services
- NHS App (once information available to us)
- Explore available software that will improve processes and patient services (currently looking at tool to improve efficiency of medical reports)

Staff development& Training

- Patient Support Officer
- Enhance management support to assist with monitoring and compliance
- Increased support for staff to enhance performance
- The practice intends to become a training practice for GPs

Services

- LGBT+ champions
- Improved services for patients with Learning disabilities and those with mental health issues.
- Improved services for Veterans
- Carers support
- Improved access for patients who are frail and those with dementia
- To participate in opportunities that arise to improve communication, patient access and services we offer

