



## **Patient Participation Group - Annual Report March 2019**

Since our annual report last March, Bluebell Medical Centre has continued to expand both its services and patient capitation. We have increased our patient numbers from 10,000 to approx. 10,800. We regularly monitor practice capacity and patient demand, to ensure we can continue to offer a same day service for registered patients who require advice and/or treatment from a GP or Nurse Practitioner. Appointments for nurses and health care assistants continue to be pre booked in advance. Patients registered for online services can book telephone advice calls and request repeat medication online.

Our patient reference group continues to grow and meetings are held with our patient group lead, Trish Irvine on a quarterly basis. We would welcome other patient reference group members to these meetings should they wish to attend.

At the beginning of last year, with assistance from Trish we developed a 'Craftwork and Natter' group. Thanks to its members the group has been a huge success and patients look forward to attending the practice every fortnight to socialise whilst working on their individual craft projects. It's a great opportunity for patients and practice staff to integrate. The group organised a Christmas charity event and raised approximately £408 for the North East Air Ambulance. A further event is planned for April.

We continue to inform patients about our patient reference group and endeavour to gain patients from a cross section of the practice population to ensure the group is as representative as possible.

Our reference group has increased by approximately 61% compared to last year's figures.

We currently have 139 members in the group. The group consists of the following members.

Male members 63      Female 76

2 members in the age range 16-24  
16 members in the age range 25-34  
20 members in the age range 35-44  
18 members in the age range 45-54

24 members in the age range 55-64  
34 members in the age range 65-74  
21 members in the age range 75-84  
4 members in the age range 85 - 94

Of the patients listed above we have a mix of Unemployed, Full/part time employed and retired patients. Amongst the members we have British, Pakistani, Croatian and Dutch ethnicity members. 3 of the members are Carers.

We do not currently have any group members who have learning disabilities or special educational needs however we are keen to engage with these patients to enable us to learn more about how we can assist these patients with their everyday needs and support enhanced access to services.

We will continue to target minority groups of patients within the practice and via community staff and outreach teams where appropriate. To ensure good communication between our reference group and the Practice, Liz Newman is our named lead for patients. Liz assists Catherine Thomas, Management Partner, and ensures any queries from the group are directed to the right personnel.

Findings from our annual survey will be discussed with patients at our meeting on 12 March 2019. The practice was extremely satisfied with the results of this year's survey and in particular some of the extremely positive feedback received. Following discussion with our PRG we will post the survey results on our website and display in the surgery.

### **Updated Action Plan and Progress to date - March 2019**

#### **Monitoring Services**

To ensure efficiency and effectiveness, we continue to monitor our systems and services

#### **Learning from/Acting upon Complaints, compliments and suggestions and Significant Events**

We will continue to audit both positive and negative feedback and complaints, and share these within our quarterly meetings where appropriate.

#### **Palliative Care**

We continue to offer gold standard palliative care to our patients. Regular Multi-Disciplinary Team meetings take place to ensure excellence and good communication with multi-disciplinary teams. Dr De Jongh is our palliative lead and continues to attend regular training and information events held by specialists, looking at the latest guidance and advice on managing palliative patients. Our admin lead Karen Margery, works with

Dr De Jongh and will contact palliative patients and their families regularly to ensure we offer support, advice and treatment as needed.

### **Patients with Learning Disabilities and Special Educational Needs**

Our nurse practitioner Clare Phillips leads on care for patients with learning disabilities and special educational needs. Patients are encouraged to attend for an annual review to ensure they are receiving the best care, support and advice they need. All staff have been trained on how to identify patients who require special educational needs, this ensures we can keep accurate registers and signpost patients to appropriate services and advice where needed.

In an effort to ensure we maintain an accurate register of patients with LD and adopt ways of offering additional support to patients with learning disabilities and special educational needs, Clare will continue to seek advice from our local specialist nurse and the local authority. We are keen to continue promoting this service going forward and identify ways the practice can improve services for these patients.

### **Frailty & Patients with Dementia**

Clare also leads on frailty and patients with dementia. From the information we hold in patient records we are able to identify those who are potentially 'deemed frail' with increased need for support.

Patients who are at risk of/or who have been diagnosed with dementia are also identified and offered additional support.

### **Pre Diabetes Patients**

The practice has signed up to a project to identify pre diabetes patients. Patients who have had blood tests that indicate higher than expected blood sugar/borderline diabetes have been contacted in an effort to avoid diabetes. These patients have been offered referral to education sessions which teach them how to improve their results and thus avoid the onset of diabetes.

### **Carers**

We continue to encourage patients who are carers to let us know. As a carer you will be offered an annual health review and an annual flu vaccine. We are keen to update our carer's register to help us improve communication and signpost carers to services they may be interested in.

### **Recruiting additional GPs, NPs and clinical staff**

We have successfully recruited additional GPs and NPs following Dr Scott's retirement and the continued growth of the practice.

Dr Ransith Mudduwa joined the partnership in September 2018 and works full time.  
Dr Lin Mo joined us as a salaried GP in November 2018 and works full time in the practice.

Rachel Clarkson, Nurse Practitioner joined us in November 2018 and works part time.  
Stephanie Hill, Nurse Practitioner joined us in February 2018 and works full time.

We have an additional HCA joining the team mid-March 2019.

### **Care Navigation**

Care Navigation requires our staff to ask you some basic questions about the nature of your call when you telephone. This information enables them to direct your call to the most appropriate person/service. The information also enables GPs and NPs to prioritise calls dependent upon their urgency. Care Navigation will continue to be used going forward.

### **MJOG**

The practice has recently signed up to use MJog Smart which works alongside MJog messenger, allowing two way communication between patients and the practice. Patient responses are coded by the App into the patient's medical records. Further information will be published once staff have been trained.

### **Electronic Prescription Service and Electronic Repeat Dispensing**

The practice commenced electronic prescribing on 3 February 2015.

eRD (Electronic Repeat Dispensing) is a new service which is being applied to GP surgeries and pharmacies nationwide. It enables the practice to issue your repeat prescriptions up to 12 months in advance. Your medication will still be reviewed by your GP regularly and you will still go and collect your medication as normal from your nominated pharmacy either monthly or two monthly. Patients who have been issued the same medication for the past 6 months and are up to date with reviews are eligible for eRD. Benefits include, not having to remember to order your medication every month, if you forget your medication whilst on holiday in the UK, with your permission, your prescription can be retrieved from any pharmacy and lastly your GP only needs to sign one prescription per batch of medication, which in turn saves time and improves patient safety. We will continue to offer eRD to appropriate patients.

### **Prescribing over the counter medicines**

The NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol. By reducing the amount the NHS spends on over the counter medicines, they can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

We will not generally give you a prescription for over the counter medicines for a range of minor health concerns. Instead you will be asked to buy over the counter medicines from your pharmacy or supermarket. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

More information is available on our website and at reception.

### **Psychological Assessment Service**

Our psychological services in practice will continue. Patients can self-refer into these clinics. Currently assessment clinics are held fortnightly in the practice for patients who feel they would benefit from talking therapies. The service is available for all patients aged 16 and over. Some of the services Alliance can offer include how to deal with anger and irritability, anxiety, phobias, depression, eating disorders, bereavement and OCD. Patients will be assessed in clinics and then booked into the most appropriate intervention therapies. Counselling services are now available in the practice following assessment.

### **Specialist Alcohol Nurse**

Patients can self-refer into this clinic. Specialist nurses will give advice to any patient who is concerned about their alcohol consumption or want assistance in reducing their alcohol intake.

### **Pharmacist**

Earlier in the year we recruited a practice pharmacist Rizwan Yaqub. Rizwan works between a handful of practices and has in the last year assisted the GPs and patients with medication reviews, medication queries and improving the safety and efficiency of repeat medications.

We are currently looking at how we can increase the time Rizwan works in the practice.

### **Primary Care Networks**

The practice is currently developing its network. Once the network has been agreed and approved by the CCG we will commence work on our action plan for 2019. Once further information is available this will be discussed with patients in our quarterly PRG meetings and shared with patients.

## **OTHER INFO**

The opening hours of the practice are as follows:-

8.00am to 6.00pm Mon – Fri

Extended Opening from 7.00 am to 7.30 pm each Wed and Thur. *Via pre booked appointments only.*

Access to services between 8.00am and 6.00pm is via telephone, App, website or in person. You may request repeat prescriptions and appointments online or via the NHS App from July 2019.

# PRACTICE SURVEY 2018/19

## BACKGROUND INFORMATION

What age bracket do you belong to?:	Under 16	16-24	25-50	51-75	75+	Not Stated
	<b>2.5%</b>	<b>7.5%</b>	<b>27%</b>	<b>46.5%</b>	<b>16%</b>	<b>0.5%</b>
How many times have you visited the surgery in the past year?	Never	1-2 times	3-5 times	6-10 times	More than 10	Not stated
	<b>3.0%</b>	<b>23%</b>	<b>37.5%</b>	<b>22%</b>	<b>12.5%</b>	<b>2%</b>
Are you a carer?	Yes			No		
	<b>11%</b>			<b>81%</b>	<b>8%</b>	

## METHODS OF COMMUNICATION WITH PATIENTS

We operate a same day access service for patients requiring advice or treatment via a NP or GP. Do you find this service useful?	Yes		No		Not stated
	<b>95%</b>		<b>2%</b>		<b>3%</b>
Do you know you can make an appointment and request repeat medication on-line?	Yes		No		Not stated
	<b>59%</b>		<b>38%</b>		<b>3%</b>
Are you registered to use online services?	Yes		No		Unsure
	<b>53.5%</b>		<b>41%</b>		<b>5.5%</b>
Did you know we can invite you for any regular reviews and remind you of nurse appointments via text message?	Yes		No		Not stated
	<b>74%</b>		<b>19%</b>		<b>7%</b>
How do you like to be informed about new services or changes to existing services?	Email	Text	Promotional Material in surgery	Website	Not stated
	<b>46%</b>	<b>44.5%</b>	<b>22.5%</b>	<b>2.5%</b>	<b>6%</b>
Would you be interested in joining our patient reference group? if yes please ask for a form at reception.	Yes		No		Not stated
	<b>12%</b>		<b>83.5%</b>		<b>4.5%</b>

## DEVELOPING SERVICES

How helpful do you generally find our Reception staff?	Very	Fairly	Not Very	Not at all	Not stated
	<b>72.5%</b>	<b>26.5%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
How helpful do you generally find our Nursing staff?	Very	Fairly	Not Very	Not at all	Not stated
	<b>82.5%</b>	<b>16%</b>	<b>1%</b>	<b>0%</b>	<b>0.5%</b>
How helpful do you find our Doctors?	Very	Fairly	Not Very	Not at all	Not stated
	<b>79%</b>	<b>19%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>
How helpful do you find our Nurse Practitioners?	Very	Fairly	Not Very	Not at all	Not stated
	<b>74%</b>	<b>24%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>
How easy do you find it to speak or access a GP or NP for advice?	Very	Fairly	Not Very	Not at all	Not stated
	<b>79%</b>	<b>18%</b>	<b>0.5%</b>	<b>1%</b>	<b>0.5%</b>
Are you aware of the Electronic Prescription Service?	Yes		No		Not stated
	<b>76%</b>		<b>22%</b>		<b>2%</b>

## OPENING HOURS

Are you happy with the opening hours of the surgery?	Yes	No	Not sure	Not stated	
	<b>96%</b>	<b>0%</b>	<b>0.5%</b>	<b>3.5%</b>	
Our extended hours are: Wed 7.00 am to 7.30 pm Thu 7.00 am to 7.30 pm Are you happy with these times?	Very Happy	Fairly Happy	Not very Happy	Not at all Happy	Not stated
	<b>85%</b>	<b>7%</b>	<b>0.5%</b>	<b>0%</b>	<b>7.5%</b>
Would you recommend this surgery to someone who has just moved into your local area?	Yes	No		Not stated	
	<b>93%</b>	<b>1%</b>		<b>6%</b>	