

Your Surgery

Your views: get involved

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Patient Participation Group (PPG)

Crossroads Medical Practice

PPG Newsletter August 2017

Welcome to our first PPG Newsletter.

Currently we are a very small steering group consisting of patients who are working with the surgery to form a Patient Participation Group. We formed in October 2016 and we seriously need your help to form a working Committee plus subcommittee to help support our medical practice. Our first task has been to organise an independent survey, during March/April 2017 we attended the surgery talking to the patients and collected 729 completed surveys which we collated and the results were published at the end of April. The practice was given the correlated results plus all the comments raised. At a subsequent meeting with the practice manager the results were discussed from which an action plan has been drawn up for implementation.

Have you seen our PPG notice board? It is in the entrance on the left as you enter, you will find a copy of the survey results and other useful information. If you would like more information about the PPG or about joining us then please look at our link on the Crossroads website or e-mail chaircrossroadspgg@gmail.com for further information.

STAFFING LEVELS	SURGERY OPENING HOURS
<p>Doctors Dr Kausar Khan Dr Phillip Mitchell</p> <p>Nurse Practitioners Jackie Kelly – Nurse Clinical Lead Sarah Hall – Specialist interest in Cancer and Palliative Care</p> <p>Nurses Sarah Meredith</p> <p>Healthcare Assistants Julie Meredith Sally Hewitt</p> <p>Community Midwives Lindsey Thacker</p> <p>Community Nurses Can be contacted on 01522 685786</p> <p>Health Visitor Lisa Perry</p> <p>Practice Management Anne Bath – Practice Manager Supported by: Lindsey Ede – Reception Manager 1 P/T Data Admin Lead 2 Receptionists/Administrators 5 P/T Receptionists 2 P/T Secretaries 1 F/T Apprentice</p>	<p>Monday 8.30 -19.30 Tuesday 8.00 – 19.30 Wednesday 7.30 -19.00 Thursday 8.00 – 18.30 Friday 7.30 – 18.30</p> <p>Please remember that every third Tuesday, the surgery is closed for Staff training.</p> <p>Please try not to request a same day appointment if your need is not a priority. Be flexible in the way that you receive treatment e.g. be prepared to see one of our very experienced Nurse Practitioners or nurses rather than a GP.</p> <p>Do not ring at 08.00 - 09.00 hrs. for routine matters which can be dealt with quicker at a later time.</p> <p>.</p>

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Blood Pressure Monitoring

Blood pressure is a good indicator of your health. We would encourage all patients to check their blood pressure opportunistically, indeed a patient recently did this and was found to have a reading which necessitated urgent hospital admission. We now have a self-check BP monitor in the surgery with easy to follow instructions. Readings can be left confidentially with reception, along with your name for checking

and inclusion in your notes. **Ask a member of staff for more details.**

Attendance Figures

We know how difficult it can be to make appointments to suit our needs, but despite this appointments are being missed. The practice try to help reduce the number of people failing to attend their appointments by sending SMS reminders therefore there should be no reason not to attend or cancel your appointment. Missed appointments stop other patients from seeing a medical practitioner. The Practice operates a **Did Not Attend** policy whereby they will write to patients or contact them to find out why they didn't keep their appointment, where persistent offenders may be asked to re-register.

The total number of patient contacts for the three month period 1st May to 31st July was 7024, but of these 6534 were a face to face appointment with either a GP or Practice Nurse; the rest were dealt with over the triage system.

Over the last 3 months the number of missed appointments were:

May: 57 appointments amounting to 15 hours of time

June: 55 appointments amounting to 12.5 hours of time

July: 62 appointments amounting to 16 hours of time (equating to 3 appointments per working day)

**174 FAILED TO ATTEND THEIR APPOINTMENTS WHICH STOPPED 174 PATIENTS BEING SEEN BY A MEDICAL PRACTITIONER WHICH COULD HAVE MADE ALL THE DIFFERENCE TO SOMEONES HEALTH AND WELLBEING!
If you are unable to attend please let the surgery know.**

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ARE YOUR RECORDS UPTODATE?

It is important that the surgery holds the current contact information about you, if you have moved, changed phone number or have a new mobile please let the receptionist know.



Do you know you can order your repeat prescriptions online, check your appointment date/time, see a summary of your patient records, see a record of your childhood vaccinations and change your designated pharmacy? Also the Crossroads Medical Practice Website is full of useful information with links to other useful sites. **There is also a link to our PPG site. <http://www.crossroadsmedicalpractice.co.uk>**

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Message From The Practice Manager

"Following a visit from the Care Quality Commission (CQC) in March 2017, Crossroads Medical Practice remains in special measures for the time being. Whilst the new Inspecting Team saw that some progress had been made in respect of the findings of the previous Inspection Team, they raised some concerns about other matters. These matters were acted upon immediately and the practice requested an early re-visit to demonstrate the commitment of the practice in complying with the findings of the CQC. This visit took place on 17th May 2017, and whilst the CQC could see that the practice had made significant progress in that short space of time, they determined that Crossroads should remain in special measures for a further six months, when they would return to ensure that this progress had been sustained. All staff at the practice are committed to the future success of Crossroads and our objective over the coming months is to continue the progress we have made so that we can be removed from special measures. I would like to take this opportunity to apologise to our patients for any anxiety that this situation has caused and also to thank them for their continued support at this very challenging time."

Did you know?

A recent report found that - Despite a government pledge to increase the number of Doctors working in general practice by 5000 by 2020/21 the number of full time equivalent (FTE) GP's fell by 3% in 2016. 17% of GP workforce is over 55 and more trainees are being recruited but is not yet having an impact on overall numbers. In our research we found as a result of the pressure they are under, many GP's are unwilling to work full time in patient facing rolls and prefer to work in salary or locum roles.

*kingsfund.org.uk a leading UK independent health policy charity.

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. Health services, maternity services and GP services. Please feel free to collect a form from reception

The public consultation on Lincoln's walk-in-centre ended on 6th August 2017 and a final decision will be made on 31st August 2017

***Update - 19 Jul 2017** — Dr Sunil Hindocha, Chief Clinical Officer at the CCG was left red faced as Lincolnshire County Council Health Scrutiny Committee voted unanimously in opposition to plans that would see the Lincoln Walk-In-Centre closed for good.

* Change.org

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A Date for Your Diary

Turn it Purple Pancreatic Cancer Awareness Month

There are around **280,000 new cases of pancreatic cancer each year** and it is the 7th biggest cancer killer (5th in the UK), yet so many people know nothing about it. But they can be forgiven for that because unfortunately, it barely gets attention. Help us raise awareness by attending our coffee morning and raffle on 16th November 2017.

Carers

Do you have a carer? Are you the main carer for someone else? If so the practice needs to know so that they can provide you with information about support agencies that may be there to help you. Please ask reception for more information.

Flu jabs

Whilst it is still in the early planning stages, with dates to be announced, the practice informs us that they are hoping to hold their open flu clinics towards the end of September. Keep an eye out for more information on the website and in the surgery.

Finale

This is our first PPG Newsletter, we hope you have found it helpful, we would like to know what you would like to see in future additions please contact chaircrossroadspg@gmail.com

With any comments