

Sheepcot Medical Centre

Dr Alan Jackson
Dr Teck Leong Lee
Dr Kath Mackell
Dr Adnan Saad
Dr. Kate Whaley
Dr. Thet Lwin
Liz Lythaby - Practice Manager

80 Sheepcot Lane Watford WD25 0EA
Tel: 01923 672451 / 675832
Fax: 01923 681404 - Secretaries
Fax: 01923 663663 - Reception
Website: www.sheepcotmedicalcentre.co.uk



PATIENT PARTICIPATION GROUP REPORT

MARCH 2015

It's been an extremely busy year from 1st April 2014. The Patient Participation Group (PPG) have continued to meet on a regular basis, approximately every 2 months. This group comprises of a core group of 12 patients, the Practice Manager and her Reception Manager. On occasions, 1 of the Partners has also attended too.

The bullet points below are a summary of the 'agenda' items the PPG and Practice have focused on from April 14.

- Re-location of the Practice to new premises in Spring 2015 – ongoing support from the PPG
- Improving Assess for Patients' Appointments
- Use of Emis Access via the Practice Website / Patient Partner Phone software
- Discussing the implement GMS changes i.e. Friends and Family Test, On line Access to Medical Records, Shared Care Record
- CQC (Quality Care Commission) GP Practice Visits

Re-location of the Practice to new premises in Spring 2015 – ongoing support from the PPG

The PPG has been hugely effective and proactive in supporting the re-location of the practice. After much discussion, which also included the practice meeting with our local MP – Richard Harrington, the group took the decision not to pursue alternative bus routes to link to the new surgery. It was agreed the PPG's influence would have little effect and involve a significant amount of time, with no guarantee of success.

The use of taxis equally proved to be a non-viable proposal, as far as all of the local taxi companies were concerned. It was also agreed that some elderly, infirm patients may benefit from the Dial a Ride services or a taxi service which is available to Bricket Wood patients.

Whilst regrettable, it was agreed that the practice would inevitably lose some patients once we move, regardless of what measures are put into place.

The group were instrumental on providing feedback - giving a patients' perspective of what would be required on the practice website to inform patients of the new location.

They also agreed to form a rota over 2 week periods during October 14th and January 15th. This was supported by all PPG members. They spent time in the waiting room and sat with patients and re-assured them of any concerns / questions they had about their registration and facilities available to them in the new building.

During the summer the PPG also took responsibility to contact residents associations and local magazines (My Watford, Garston, Abbots Langley, Bushey – which are delivered free to the surrounding practice areas) with an article that was published, informing the readers of the surgery impending re-location.

Improving Access for Patients' Appointments / Use of Emis Access / Patient Partner software

The practice having listened to the feedback from the PPG, made the decision to purchase additional software to provide patients with an alternative way of accessing the practice appointment database

It was appreciated that whilst some patients could use *EMIS Access* via the practice website, a great number of elderly patients are not computer literate, nor had access to the internet.

The Partners agreed to purchase the Patient Partner software which was integrated into the existing telephone software, which provides patient with the opportunity to check, book, or cancel an appointment via a phone call 24 hours of the day, regardless of whether the surgery is open or not.

Please listen to the telephone message options when you call into the surgery, so you can also benefit from this service.

Implement GMS changes i.e. Friends and Family Test, On line Access to Medical Records, Shared Care Record

The changes to GMS during the year since April 2014, has not been without its challenges.

Having a pro-active group has provided the practice with opportunities to 'test' certain changes with them first, before being rolled out on a practice wide basis.

They appraised the on line access provided via the website / Emis Access. The Partners decided to 'enable' patient's full access to their medical record. Please log onto www.sheepcotmedicalcentre.co.uk – and if necessary register for Emis Access QR log in to see an overview of your medical records.

Friends & Family Test (would you recommend your practice to your friends and family) requirements were also discussed at meetings. This is a Government obligation and has now been implemented. If we have your mobile phone number, after each appointment you attend you will receive a text message asking you to reply to a blue 'hyperlink' which reflects your impressions of the surgery and the care you received at that appointment.

There is also a box at front reception with post cards you can fill in instead. Please post the completed card in the box on top of the reception counter.

We would also encourage patients to register their impressions of the surgery on the NHS Choices website.

During March 2015, the practice clinical database is now 'sharing' certain clinical details with other NHS Hospitals, Out of Hours services, or GP practices. Please be re-assured this information only relates to your medications, any allergies you may have and drugs you may have a reaction to.

Providing these details will benefit you should you need to attend for example an A&E department, or access Out of Hours service. The clinicians attending to you will then have details of your medications, which will enable them to provide you a greatly improved standard of care.

Whilst we strongly encourage all patients to consider the huge benefits this will provide them and their families, if you would prefer that this information is not divulged, please contact the surgery so you can complete and sign a disclaimer form. Thereafter, we will update your medical records accordingly.

CQC (Quality Care Commission) GP Practice Visits

The practice is expecting to receive notification of a visit from CQC once we have moved premises in April 2015.

All practices should adhere to certain standards of care and provide services from a 'fit for purpose' building. All of these criteria we do currently meet, apart from the latter – hence this is part of the reason why we are moving. In our new premises these standards will be fully achieved.

The PPG will be involved in their visit and representatives if available, to be directly involved when the date of the visit is known.

In Summary

It can't be under estimated how much credit & thanks the PPG should be attributed in supporting the re-location project Their time and support to the Practice has significantly helped us throughout these past challenging 2 years.

Without the support of the PPG the practice would also not have had the opportunity to listen to concerns about problems experienced when they call to make their appointments. We are hoping the additional enhancements now available when you do call into the surgery, are proving beneficial.

Once we have moved, the next focus of attention for the Group will be to re-visit patients' impressions of the new surgery. We are hoping this will provide the practice with an opportunity to improve the services we offer you.

A further 'whole' rather than the regular 'core' members meeting will be convened in the Summer 2015.