

## **BETTS AVENUE MEDICAL CENTRE**

---

**2 Betts Avenue, Benwell, Newcastle Upon Tyne. NE15 6TQ**

Tel : (0191) 2742767 Fax : (0191) 2740244

**Kenton Medical Centre, Sherringham Avenue, Kenton, Newcastle-Upon-Tyne. NE3 3QP**

Tel : (0191) 2461546 Fax : (0191) 2461550

Website : [www.bettsavenue.nhs.uk](http://www.bettsavenue.nhs.uk) e-mail : [bettsavenue@nhs.net](mailto:bettsavenue@nhs.net)

Drs : D. A. Black, M. Bone, A. J. M. Podogrocki, N. A. Kerry, M. Symon

Practice Manager : Julie Wade Assistant Practice Manager: Margaret O'Neill

### **PATIENT PARTICIPATION REPORT MARCH 2013 (YEAR 2)**

Betts Avenue Medical Centre has had a long standing Patient Forum which incorporates patients from both surgeries (Benwell and Kenton).

Since the introduction of the Patient Participation Direct Enhanced Service<sup>3</sup> (DES) in 2011 the practice has held 5 Patient Reference Groups (PRG) meetings. 3 in 2011/2012 and 2 in 2012/2013.

Patients have also attended the Locality CCG Practice Patient Forum Meetings which bring together patients from all practices in Newcastle West CCG.

The group has members who attend practice PPG meetings as well as a virtual group who receive the minutes and submit idea's electronically.

#### **Update on the Groups Priorities from Year 1**

**Patient Charter** This was formalised and displayed in waiting areas for the patients to understand 'What they can expect...' and 'What is expected of them...' The other 17 practices in Newcastle West liked the Charter that is was rolled out to all practices and the posters produced professionally by the CCG. A credit to all patients who were involved in creating this

**Podiatry** A patient attended the Locality CCG Patient Forum Meeting and shared the problems they had faced with Podiatry, this was received by the CCG and work has been carried out to employ more Podiatrists and ensure that patients are seen in a timely manner. Patients have proved that they can make a difference and this service proves that.

#### **Practice Survey**

The results of the survey are attached.

Patient Participation leaflets were also distributed with the survey and a good variety of patients have expressed an interest in joining the group, even if they can not attend the meetings they joined the 'virtual group' in which they can still participate in the issues raised. Action Plan also attached.

## **Did Not Attend (DNAs)**

This is still an ongoing problem, the changes that the practice has made are:

- Advertising how many missed appointments each month
- Enforcing the DNA policy
- Text message alerts to remind patients of their appointments.

A recent audit was undertaken of the types of appointments patients are not attending. A large portion is for the Health Check, the practice have to invite patients by allocating them an appointment and then contacting them. The practice is looking to make the letter clearer that patients need to contact the surgery if they cannot attend.

It is believe that Health Checks will continue for those patients who have been identified as in a risk category by the practice but it is hoped that the method of inviting patients for the check can be streamlined going forward to try and reduce the amount of DNAs.

## **Repeat Medication**

A lot of work has been carried out to assist patients to order their items as required and to go through the list of medication they need rather than just ordering 'all medication'. This has made patients more aware of the medication they are taking and also assists the practice to remove unwanted items from their prescription and to help prevent 'stock piling' of medication.

Work will continue on this during the year ahead.

## **New priorities moving forward**

**Electronic Appointment Cards** There is a way that appointment cards can be electronically printed from the clinical system rather than Receptionists hand write them, this would provide an accurate card to ensure no errors in the appointment bookings (i.e human error of adding appointment to the clinical system one date but writing another on the appointment form). It would also save time for the Receptionist as it would be much quicker to print. SystmOne clinical system can also send a text message to a patient as they book the appointment – great for those patients booking via telephone and not able to collect an appointment card. Both these are being implemented currently.

**Patients who do not attend the surgery** The group felt that there may be patients who have not attended the surgery for a number of years and might not have any support at home. These patients may not be seeking adequate healthcare. It was suggested that the practice can run a report to try and identify patients who have not attended the surgery in a number of years/or had contact with the surgery and either give them a courtesy call or letter. It was also suggested that this be taken to the Newcastle West CCG Locality Patient Group as maybe CCG can assist with a service to ensure these patients are receiving adequate healthcare.

**Electronic Prescribing** The practice implemented Electronic Prescribing Service (EPS) on 25<sup>th</sup> Feb 2013. This will change the way prescriptions are requested and passed to the Chemist. Patients are required to 'nominate' a chemist if they wish to use this service. Prescriptions will then be sent electronically to the chosen chemist. This saves patients having to collect prescriptions from the surgery, less paper being used as scripts will not be routinely printed and time for the GPs in signing them as they will be able to view electronic prescriptions throughout the day and authorise them in a timelier manner.

**Working with Young People** The practice has been working closely with Excelsior Academy in ensuring that young people are more aware of their GP surgery and how to make/cancel and arrive for appointments.

A presentation has just been designed by the students which will be used in each Secondary School during an assembly given by a GP.

Work continues for the year ahead with a letter being designed by the students which is planned to be sent to patients when they turn 15 to give them advice about their practice. There is also an 'app' being designed as well as a website for young people's healthcare.

The practice will continue to be involved with this project and support it where necessary. The patient forum also believes this is a worth while project.

## **Conclusion**

The practice continues to work with its patients to listen to their needs and requirements. More information will be made available to patients such as:-

- Better information on the Website
- More regular Patient Newsletters
- Practice Booklets
- Better patient information boards

The practice had Practice Booklets printed and these have gone down well with the patients, the booklet has recently been updated and will be sent to print again.

New notice boards have been fitted at both surgeries to make displaying information more patients focused and friendly. Benwell surgery has recently had a new sign hung outside the practice to ensure that the surgery can be easily identified.

The Patient Participation (or Patient Reference Group) is an essential part of the practice to ensure that patients are kept well informed either by patients attending the meetings or using the 'virtual' system. The practice looks forward to working with the patients again in 2013/2014 especially with all the changes ahead within the NHS and Clinical Commissioning Groups.

Practice Manager  
6<sup>th</sup> March 2014