

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 e-mail : 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 2014

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

The Patient Participation Direct Enhanced Service (DES) has continued in 2013/14 which initially commenced in 2011/12.

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

As well as patients who attend the Patient Participation Group meetings in person, the practice also has a virtual group. These are patients who have expressed an interest in the group and wish to be contacted either electronically or by post etc instead of attending the meetings. These patients still receive all information and do feedback to the practice their views and ideas.

In previous years since the DES has been the place the following priorities were agreed.

- **Patient Charter**
- **Podiatry**
- **Did Not Attend (DNAs)**
- **Repeat Medication**
- **Electronic Appointment Cards**
- **Patients who do not attend the surgery**
- **Electronic Prescribing**
- **Working with Young People**

Patient Charter

This continues to be displayed in the surgery

Podiatry/Retinal Screening

This continues to be a focal point for the group, especially with the changes that took place in April 2013 with Retinal Screening. This continues to be a priority for the group moving forward.

Did Not Attend (DNAs)

This is ongoing in the practice with a clear policy in place.

Repeat Medication

Work continues to ensure patients are asked which medication they require to order rather than the patient asking for 'all' medication on the repeat list. This is having a positive impact on the patients as they are understanding exactly what medication they are taking and what they do not require. This continues to be a priority for the group moving forward.

Electronic Appointment Cards

The practice did introduce this system to be able to print the patients' appointment directly from the clinical system. This has helped patients as there are no misunderstandings about timings, dates or who they are seeing. This has had a positive impact on the amount of queries or patients presenting at the wrong date/time etc.

Patients who do not attend the surgery

There are patients who have not attended the surgery for a number of years. The practice will be looking at patients who have not been into the surgery for their routine checks in the coming year.

Electronic Prescribing Service (EPS)

This service was introduced over 1 year ago and there are still small teething problems. This is also down to the fact that not all practices have this system enabled and chemists are working on 2 different services. Electronic and paper prescriptions. Work continues on enabling the smooth running of this service and will remain a priority for the group.

Working with Young People

This work continues with the support of the Clinical Commissioning Group (CCG).

New Priorities for the coming year.

SystemOne Online Access

This is a new initiative that the group will explore in 2014. This enables patients to order repeat medication and limited appointments online.

Text Message Appointment Reminders

More patients to be aware of this initiative and keep their mobile number updated with the surgery.

NHS Choices

Practice keep the site updated and respond to any comments added to the site by patients.

Patient Survey

The practice undertook its annual Patient Survey at the beginning of March 2014. The results and action plan are attached.

Conclusion

The practice has continued to work with the group and patients to identify their needs. The practice continues with staff training with the continuation of the Time Outs in which relevant workshops cater for the different groups of staff.

Recently the all the staff in the practice attended a session on Telephone Training to ensure that staff have the most relevant an up to date information to feel confident in dealing with patients over the telephone and assist in meeting their needs. This was a very interesting and successful training session.

The practice looks forward to continued work with the group and recruiting more patients to the group to look at priorities for the coming year.

Continued priorities agreed for 2014/15 are:-

- **Podiatry and Retinal Screening**
- **Repeat Medication**
- **Electronic Prescribing Service**

New priorities agreed for 2014/15 are:-

- **SystemOne online access**
- **Text Message Appointment Reminders**
- **NHS Choices**

Practice Manager
27th March 2014