

# Alwoodley Medical Centre

## Patient Participation Group Newsletter

November 2017

**Tel 0113 393 0119**

**[www.Alwoodleymedicalcentre.co.uk](http://www.Alwoodleymedicalcentre.co.uk)**

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### Contact Us

#### Contact the surgery

- For appointments
- For any individual queries about your health or care

→Tel 0113 393 0119

#### Contact the 111 service

- For any urgent queries out of hours ie when the surgery is closed

→Tel 111

#### Contact the PPG

- For general comments about the service provided by the Practice
- For feedback or queries related to this newsletter

→PPG.AlwoodleyMedicalCentre@outlook.com

## 1. Care Quality Commission (CQC) Audit

Earlier in the year the Practice had an inspection by the Care Quality Commission, and we are pleased to report the Practice was rated overall as “Good”. The audit also rated the practice in each of the areas audited – safe, effective, caring, responsive and well-led – as “Good”.

The report may be viewed online at <http://www.cqc.org.uk/location/1-2807911189>

## 2. FLU Clinics

The seasonal flu campaign is now well under way. Any patients aged over 65, or others in an “at-risk” category who have not yet arranged to attend a clinic for their free flu vaccination are advised to do so as soon as possible. The Practice has to order in the required number of vaccines in advance and manage their usage accordingly, so it is important that patients contacted do attend for their vaccination for their own protection and to avoid unnecessary wastage in the Practice.

### **3. Me and my Medicines**

A national campaign "Me and My Medicines" has just been launched, aimed at encouraging patients on medication to make sure that they are getting the best from them and that the NHS is using the money spent on them wisely. Too often medications are being wasted by being stock-piled in cupboards, or people are ending up in hospital through misuse of them. In Leeds alone it is estimated that over £1m is wasted every year through the misuse of medicines.

With a strapline "It's OK to ask", patients are encouraged to have a discussion with their GP or pharmacist and get more involved in what medications they have and why. In the weeks and months ahead we shall be examining ways of helping patients on this subject. If any patient has any suggestions could you please put these in writing and send to, or leave at, either Alwoodley or Adel surgery for the attention of the PPG, or email us at

[PPG.Alwoodleymedicalcentre@outlook.com](mailto:PPG.Alwoodleymedicalcentre@outlook.com)

### **4. Training practice status**

Alwoodley Medical Centre has recently been approved to provide training to future General Practitioners. A "GP Registrar" will join from February 2018. These qualified Doctors have at least 2 years of experience and have chosen to become GPs. Much like the "F2" Doctors we already host they will always be supervised by one of the fully qualified GPs who will be able to help and advise when required. We hope that you will embrace the opportunity to support the development of the next generation of GPs.

### **5. Research & Quality improvement**

The practice has started contributing to research work. We have successfully recruited patients into two studies so far. Our work so far is mostly 'participant identification' meaning that we search our records (electronically) for relevant patients and after screening by a GP we mail out invitations on behalf of researchers. We are also now taking part in schemes which aggregate our data (anonymously) with

hospital data (also anonymised) which provides the practice with some quality improvement schemes (eg identifying patients with Atrial Fibrillation, or assessing our prescribing). We have ensured that the data security for these schemes is robust, and they have been discussed with the Patient Participation Group, however if you wish to opt out of any data sharing you should speak to our reception staff in the first instance or visit the website <https://www.cprd.com/public/>

## 6. Staffing

Issuing prescriptions is a key part of our work for you, and our team helping with this, and ensuring it is done safely, has expanded. Sasha Kirby now works as our “Medicines waste and optimisation worker” and Pharmacist Roshida Begum joins us on secondment from the CCG. We also welcome Joanne Harris, a senior Pharmacist, who will be working across 5 practices in North Leeds.

Pharmacists are considered to be the experts in medicines - and as such are ideally placed to help manage conditions where medicines are the mainstay of treatment - Diabetes, Asthma, COPD for example. The expansion of this pharmacist team is expected to support and improve chronic (long term) disease management in the practice.

“It’s OK to ask” the prescribing team about any of your medicines questions.

## 7. Patient Feedback

We are pleased to report that recent results have shown increased satisfaction with the Practice, with an average of 90% saying they are likely or extremely likely to recommend the practice to family and friends in July 2017, the latest month reported on. We have also seen positive reviews on the NHS Choices website, where patients are encouraged to leave comments on the service they have received from the Practice. These reviews are monitored and responded to by the Practice and patient feedback is also welcomed. Please visit

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=42793> to leave any feedback.

There is also an annual GP Patient Survey - an independent survey run by Ipsos MORI on behalf of NHS England. Top-line results over the period January to March 2017 showed that 80% of the 114 patient responses reported an overall experience as very good or fairly good.

## **8. Online services**

We would encourage patients to use the online facility wherever possible. This is easy to set up and use and gives patients access to repeat prescription ordering, making and cancelling appointments, updating contact details and also gives patients access to view their summary health record and test results. You can also register to receive newsletters by email when they come out. For more information, please ask at Reception or visit

<http://www.alwoodleymedicalcentre.co.uk/doitonline.aspx>

## **9. Patient Participation Group**

We are an active patient group formed from representatives from Nursery Lane and Moorcroft surgeries. We are here to represent patients' views in the wider context, working closely with the Practice staff to do so.

We are keen to involve a wider cross-section of patients in this group, so if you are interested in becoming involved in improving your GP practice, please contact us by email at

[PPG.Alwoodleymedicalcentre@outlook.com](mailto:PPG.Alwoodleymedicalcentre@outlook.com)

or by post for the attention of the PPG at either Alwoodley or Adel surgeries.