



High quality flexible patient care sensitive to the individual needs of all patients

Peartree Patient Group: Briefing Note

March 2020



Our next listening event has been set for

Thursday March 26 at 1800 for an hour or so in the surgery waiting room

All patients are most welcome. Come & hear about the latest developments from Dr Singh and the team and raise any concerns or comments that you have about our services. An interpreter will be there as usual.

This Briefing Note will be used as the basis of the agenda and also to inform those patients who are not able to attend the meeting itself.

Any comments or feedback can (as always) be made through the Friends and Family Test (hand written card or via the website), via the NHS Choices website or alternatively by emailing peartreemedical@nhs.net. Let your voice be heard.

www.peartreemedicalcentre.nhs.uk

Rated 'Outstanding' by the Care Quality Commission



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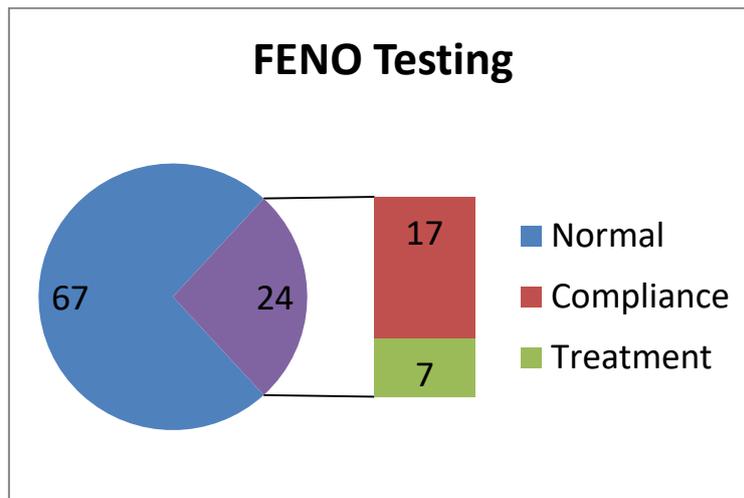
Footnote!! Lorraine walks every Tuesday at 0900 from the surgery. All patients welcome

These items are in no particular order.

Working with our asthmatic patients

Using some expensive testing equipment (called a FENO machine), Becky our Practice Nurse has been undertaking extra diagnostic work with asthmatic or suspected asthmatic patients. This has built on work in previous winters to provide extra individual care and attention for 'wheezy' patients (previously children only).

In January 2020 we tested 91 patients alone. Some were on the asthma register & some had symptoms pointing to a possible diagnosis. The results were:-



This shows that 24 patients caused us some concern and we will be following these up to check their compliance with their medication or to begin new treatment & then assess this. Our asthma register numbers 346 and we will continue this extra care throughout 2020 with patients who may need additional support. Any patient who may wish to put themselves or their family members forward for this extra service, please let us know. We will continue to prioritise patients.

The FENO machine enables us to provide more individual and enhanced care and is only affordable due to our partnership work with other surgeries in Derby city.

Becky will be available to discuss this at the meeting.



Did you know that we've now tested 97% of our males over 65 for the Prostate Specific Antigen in the last five years? This can be an indicator for prostate cancer. A handful have been referred for further investigation.



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Working with our diabetic patients

Diabetes is the biggest single chronic condition affecting our patients or posing a future threat to our patients.



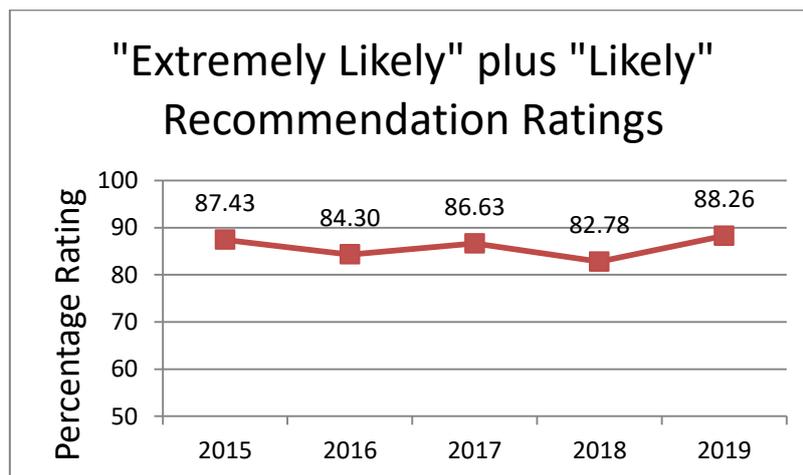
Some patients find it difficult to manage their condition and the consequences of poor control can be grave. We identified a group of 40 patients in this category to help further. This work has seen roughly half achieve satisfactory control of their sugar levels by:-

- Medication reviews with input from specialist advisers. These holistic individual reviews identified more effective prescribing for each patient.
- Dietician & Practice Nurse input at regular peer group at Peartree clinic which included chair exercises and diet education.
- The correct diagnosis of patients previously thought to be Type 2 who are in fact Type 1. The accurate diagnosis enables better care to be provided.

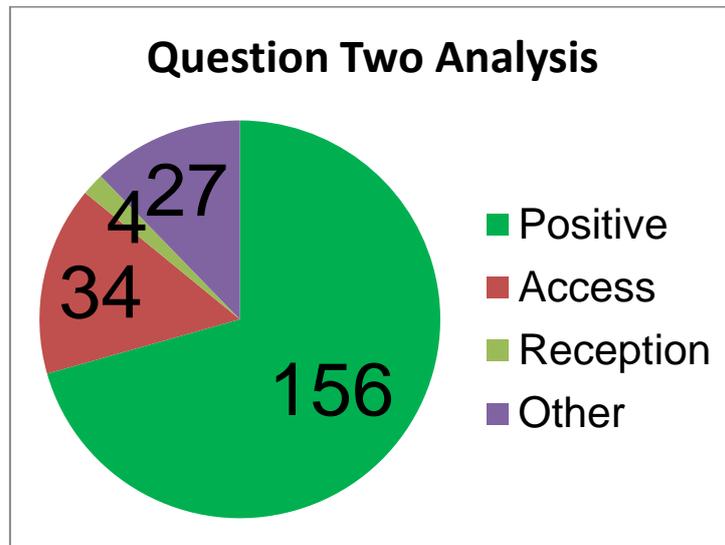
The holistic review of all patients included assessing current retinopathy; the impact of frailty or co-morbidities on effective care & the monitoring of renal and liver function. Becky will be available to discuss this at the meeting.

Friends and Family Test

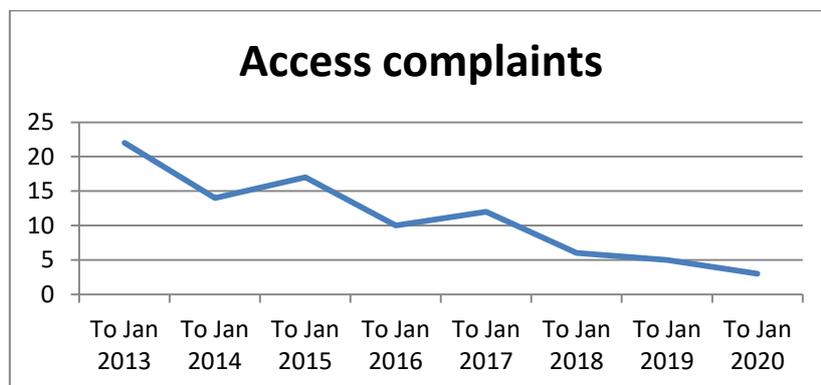
Each year we ask our patients to tell us whether they would recommend our services or not. Our satisfaction rating from respondents shows the following trend:-



We also ask patients to let us have their specific thoughts on services and in 2019, their answers looked like this:-



Most comments were positive but a sizeable number of patients continue to express their concerns about accessing services when they want to. We've spoken about this many times before in the Patient Group and should perhaps review again. Our formal complaints to the Practice Manager about access though show the following trend:-



The other category covers a whole range of issues from requesting extra services (eg blood tests, more female GPs) to comments about care from specific clinicians. We can discuss these further in more detail if the Group wishes.



Did you know that we have been working on a Recipe Book particularly aimed at our Diabetic patients ? We will be making this available shortly.



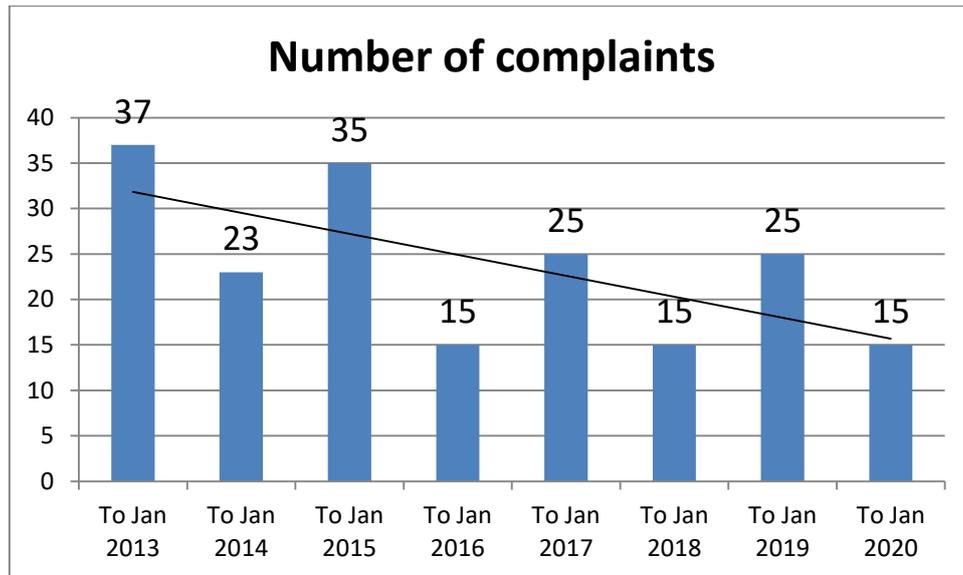
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Complaints

Each year we produce a Complaints and feedback report which pulls together all communications from patients including the Friends and Family Test (above) and complaints. This enables us to cross refer all patient thoughts and identify any learning outcomes This has been posted to the website if patients would like to read this.

Our complaints data shows the following trend:-



The report has reaffirmed our thoughts on access to services; the need to continue to invest in Reception training and also to continue to publicise key healthcare messages (see below).

Text messaging strategy



Last year we considered patient feedback and agreed on a programme of text messages to our patients.

These are reproduced in the Appendix A.

Should we be looking to continue this & are there changes we want to make ?



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Care Quality Commission (CQC) inspection



The surgery was formally inspected last in the Autumn of 2016. It is understood that the next inspection will be within 5 years of this date.

In September 2019, the CQC undertook a 'Provider Information collection' exercise. This was an email/telephone audit of the surgery's current services focusing particularly on our self-assessment of what had changed since 2016.

CQC raised no issues of concern and lauded our community services in particular. No update to our Outstanding grading was planned as part of this exercise.

New Carers Support Group

Our Care Co-ordinator has started a monthly self-help support group with Carers in our community. If you or a family member would like to join her & the group, please talk to Reception for more details.

Primary Care Network (PCN) developments



Recent budget announcements for the NHS have represented a big vote of confidence in primary care (that's GP surgeries largely). The Government are supporting the development of Primary Care Networks for groups of surgeries to work together for mutual support and for improving the patient experience.

Peartree Medical Centre is a member of a network comprising eleven surgeries across the city.

Further information can be found in Appendix D.



New website



The Clinical Commissioning Group (CCG) has funded a new website for the practice.

We hope that this is easier for patients to navigate and it facilitates more patient interaction with surgery staff. Have a look and give us your feedback!

www.peartreemedicalcentre.nhs.uk

2019-20 Improvement Plan

We set ourselves some objectives with the Group last year to move our services forward. This is summarised in Appendix B.

Our self-assessment is that we have made good progress on each of those. We can discuss these further in the meeting.

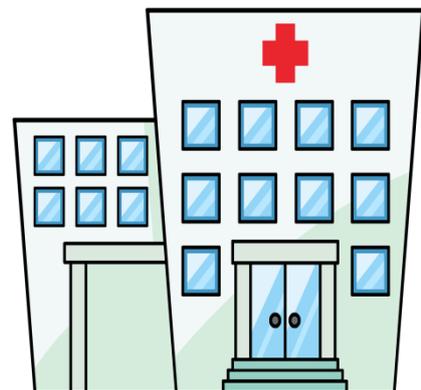
There are also some draft objectives for 2020-21 set out in Appendix C for discussion.



Recent Premises improvements 2019-20

We've undertaken a number of recent improvements including:-

- Full internal repainting of the surgery
- Remarking of the car park including the disabled access bay
- Wipeable floor coverings throughout the building improving infection control and overall maintenance
- A new asbestos survey (no concerns)
- A radon monitoring survey (no concerns)
- Rear fire door changes to comply with latest guidance
- A new defibrillator to comply with latest guidance



We have also increased the available parking through the removal of shrubs. This has not reduced Dr Singh's vegetable patch!



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Did you know that we've seen in surgery around 99% of all patients recorded as a carer on our systems in the last twelve months? We've also seen around 99% of those recorded as 'cared for'. In a community that does not use care homes, we think its important that we remain aware of the health & well being of these two groups.

New staff apointments

Tamara has joined us as a Receptionist to help while one of the team is on maternity leave. Zahrah will become our latest apprentice Receptionist.

Jo and Fezana have left the Reception team in recent times & we wish them well.

Derby County Community Trust

We are pleased to continue our Partnership work with the Trust and we are discussing a further programme with them for 2020. Already up and running with initial face to face assessments held in the surgery is the Enrichment Programme.

Peartree Medical Centre is one of a number of Derby practices covering the city centre taking part in a pilot programme to help patients with chronic pain increase their activity levels. The Enrichment programme is really good for a patient's physical health and mental wellbeing.

This programme is for 12 weekly sessions held at Queens Leisure Centre. These are free to attend with a year's free membership and access to a wide range of classes around the city on full completion of the course.

We will be targeting our 20+ most vulnerable patients for this pilot and we hope that we can build on this in the future.

Citizen's Advice Bureau

It has long been our ambition to ask the Citizen's Advice Bureau (CAB) to operate out of the surgery for the benefit of our patients and the wider community. Some initial conversations have been held with the CAB Development Manager who is keen to work with us. We think their services would be complementary to ours (Our SignPost event has been popular for many years) and improve access to wider health & well being advice. We are currently up against a lack of funding but are continuing to explore possible opportunities.

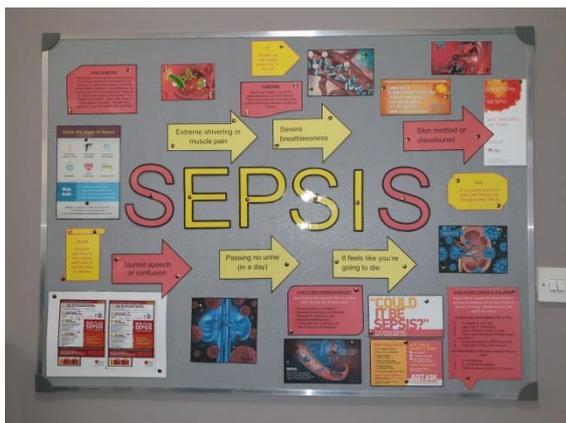


Key messages

We are very proud of the noticeboards in the surgery and we would ask patients to familiarise themselves with these whenever they are in the surgery. We also reproduce these on the News section of our website. Don't let ignorance damage your health. Recent sample boards below:-



Look after yourself in the winter months



Be aware of the danger signs of Sepsis

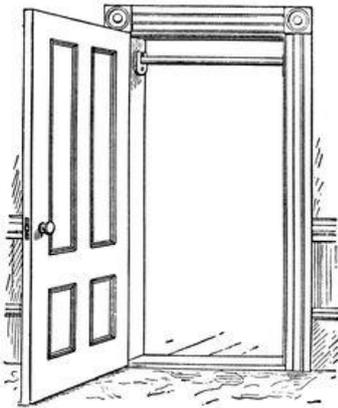


Understand diabetes type 1 & 2



Wasted NHS appointments

Patients who have been to Group meetings before will know that we always work hard to try to reduce the appointments wasted by patients during the year. We think its disrespectful to the doctors and nurses and prevents other patients from being seen.



Over the last four years wasted appointments have averaged around 1200 per annum ie 100 appointments per month. Most of these are nurse appointments (80) & there are around 20 GP appointments wasted on average each month. This would be one full morning of Dr Singh or Dr Joseph's time each month.

Trying to eradicate this wastage as much as possible is a key part of trying to improve access for all but some patient behaviours can be hard to change.



Did you know that 95% of eligible ladies over 50 years of age have been screened for cervical cancer & 88% of eligible ladies under 50 have been screened ? If you are unscreened talk to us now to ensure that there is no unwelcome deterioration in your health.

Public Health England

Cervical screening can stop cancer before it starts

Don't ignore your invite letter. If you missed your last one, **book an appointment with your GP practice now.**

NHS

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES



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Who cares for the carer ?

It has long been our focus to ensure that we have a clear picture of those patients who care for others and also those who are cared for. Often individuals do not perceive that they are carers in a patient community that generally shuns the use of care homes. Its therefore doubly important that we are aware of these important relationships.



This knowledge can inform the work of the Care Co-ordinator; offer access to assessments & extra support by the Derbyshire Carers Association; as well as offer other services like a free flu jab to patients who might not otherwise have been eligible.

We have reviewed all the following groups to ensure that we have not missed anyone.

- Learning Disability register;
- Dementia and at risk of dementia register;
- Autistic patients/Cerebral palsy patients
- Housebound register
- All patients 75 years and over
- Patients we might check in on during excessive cold or hot weather
- Heart Failure patients
- Blind and deaf patients
- Palliative register and
- those recorded with severe, moderate & mild frailty.

So what care do we offer patients with a learning disability ?

There are generally up to 50 patients – adults and children – registered with us who have a mild to severe learning disability. National data has shown that LD patients can have worst health outcomes than other patients including shorter life expectancy.

Our approach is to look at all our LD patients holistically to ensure that they have been offered - and understood wherever possible - the services available to them. This might mean working closely with family members or carers.

Central to this is an Annual Health Assessment which is conducted by the Senior Nurse for patients over 14 years of age. This provides the focus for understanding patient needs & their environment. For some years now, all LD patients (except



those who might be abroad) have been given the annual assessment. The clinical team have also focused efforts on ensuring wherever possible that LD patients (through their carers in some cases) are always offered:-

- A flu vaccination (all eligible)

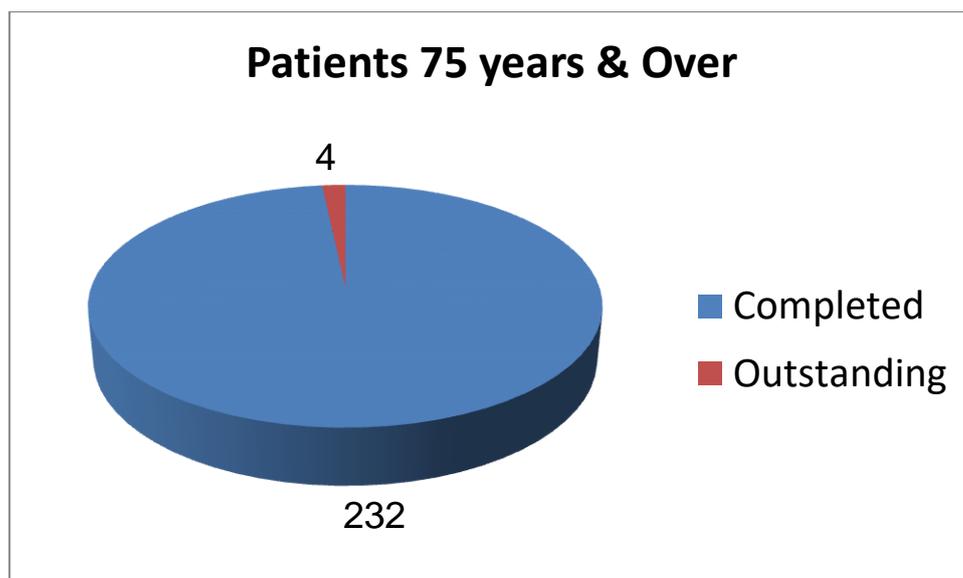
And where eligible

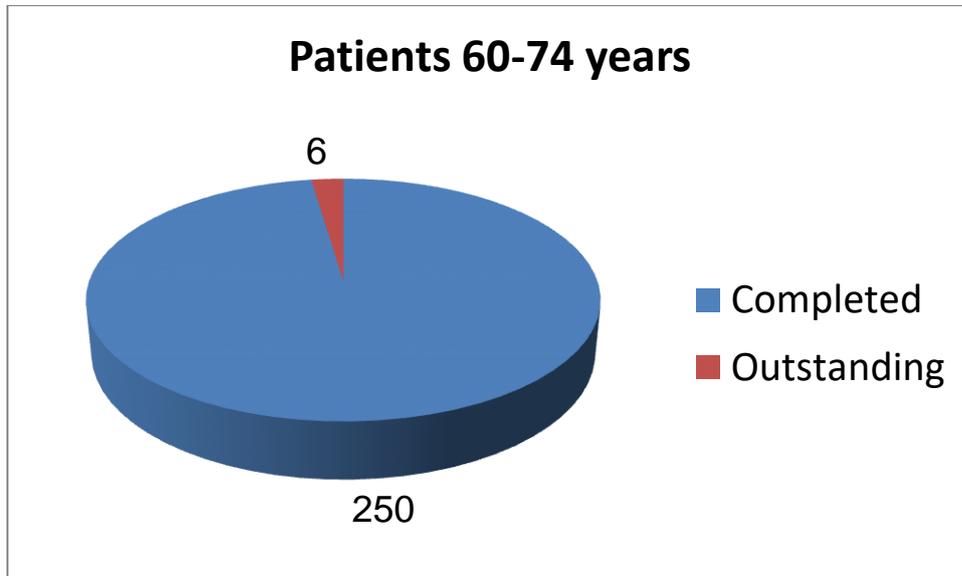
- Bowel cancer screening
- Breast cancer screening
- Smear Tests
- Shingles vaccinations
- Abdominal Aortic Aneurysm Screening
- Elderly Health Assessments
- Prostate Specific Antigen testing
- Medication checks specific to their condition



Elderly Health Assessments

During 2019, the surgery extended this assessment from patients above the age of 75 to all patients over the age of 60. This assessment enables clinicians to maintain a good knowledge of wider health and well being issues affecting our elderly patients. This has been largely possible due to extra hours provided by the Health Care Assistant following our nursing restructure. Starting with the original group over 75 years of age, our latest audit shows that most patients have been reviewed as follows:-





Did you know that 74% of patients between the ages of 60 & 74 have been screened for bowel cancer? If you are unscreened talk to us now to ensure that there is no unwelcome deterioration in your health. A prompt diagnosis can improve outcomes.



Family Safeguarding

If you are worried about a child or vulnerable adult in our community we want to know. Our clinicians will discuss any concerns that are raised and they have been trained to respond in a caring and effective manner. Don't assume that someone else will deal with it.



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Text Messaging Strategy 2019-20

<p>Dont forget that we set you up with an online account so you can book appointments, view your record and order repeat medication. If you need a reminder of your log in details please let us know.</p>	<p>Just to remind you that we can set you up to book appointments, view your record and order repeat medication ONLINE. Please contact Reception if you would like access to this service.</p>	<p>Did you know ??? FREE advice is available from your local Pharmacist for a range of minor ailments. Drs Singh and Joseph ask you to consider talking to the Pharmacist first and to use GP appointments wisely. Pharmacists have private rooms and can offer expert advice.</p>	<p>We are pleased to offer patients the services of our Care Co-ordinator. Aneesa is here 2 days per week. She is here to help you stay safe & well in your home by offering support, advice and information on FREE services available in the community. Please contact Reception to speak with her.</p>	<p>Did you know? Repeat medication for you or your family can be ordered online. Dr Singh or Joseph can then send your prescription directly to the Pharmacist of your choice. Most pharmacies offer a home delivery service too. Interested? Contact the surgery for more information.</p>
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Did you know ??
Some patients book to see Dr Singh or Joseph then dont turn up. All patients wanting to see a doctor will have more choice if together we can reduce this waste. Please tell friends and family to cancel if they are not coming. Leave us a message on the phone or cancel online. Thank you.

If you or a family member experience chest pains, do not delay seeking medical help. Dial 999 immediately. Do not wait for our surgery to open to seek help. This has happened twice recently and could have been life threatening. Thank you

Best Foot Forward!
Why not exercise a little more in the company of others? Join Lorraine from our surgery on a gentle walk each Tuesday morning. Meet at the surgery at 0900 - or at 0915 at the Arboretum Park entrance (next to St James School). Please tell your friends and family too

Click on the link for advice on how to stay well in the heatwave. Talk to your surgery staff if you are concerned and please keep an eye on those who may be more vulnerable
<https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather>



Peartree Medical Centre Patient Services Improvement: Action Plan 2019-20**APPENDIX B**

Theme	Agreed actions	Nominated Lead	Timescale
Patient Health & well being	Develop bespoke service for poorly controlled diabetics in conjunction with dietician & diabetologist building on pilot work in 2018-19 including diet plans, recipe book, group sessions and targeted advice	Senior Practice Nurse	Good progress in 2019-20 (see above). Work ongoing
Patient Health & well being	Embed the use of FENO testing and targeted education at 'wheezy' children during summer hay fever & winter bugs season to improve health outcomes, reduce exacerbations & ED attendance	Senior Practice Nurse	Good progress in 2019-20 (see above). Work ongoing
Patient Health & well being	Monitor the provision of Carers support by the City Council and endeavor to maintain these services from the surgery following any staffing, funding or commissioning changes in the financial year.	Care Co-ordinator	Relationship with Derbyshire Carers re-established following funding uncertainty. Liaison via Care Co-ordinator
Collaboration	Investigate and promote further partnership work for the benefit of the patient community eg university partnership, Citizens Advice Bureau, Derby County Trust, Primary Care Networks.	Practice Manager	Good progress in 2019 especially with the Community Trust – see above - but can always do more!
GP Access	Support the Care Co-ordinator to reduce the frequency of those patients who use medical services in a disproportionate or inappropriate manner	Dr DNP Singh/Care Co-ordinator	Ongoing. PCN staff will also assist
Patient Health & well being	Embed the SMS Information Strategy of key patient messages developing the messages to match need	Practice Manager	Delivered. Refresh for 2020-21?
Patient Services	Working with Medicines Management colleagues introduce the new phone service for script ordering (MOLS)	Senior Receptionist	Implementation complete.



Peartree Medical Centre Patient Services Draft Improvement: Action Plan 2020-21

Theme	Agreed actions	Nominated Lead	Timescale
Patient Services	Develop the new Practice website interactive functionality to complement the evolving preferences expressed by patients	Senior Receptionist	Ongoing
Collaboration	Work closely within the Greater Derby Primary Care Network and with its staff to improve practice performance and patient outcomes	Practice Manager Pharmacist Care Co-ordinator	Ongoing
Patient Health & well being	Refresh the SMS Information Strategy for key patient messages developing the messages to match need	Practice Manager	Ongoing
Patient Health & well being	Further develop the surgery's Health & Well Being work to track patient outcomes (Eg weight loss, cholesterol, BMI)	HCA with Practice Manager	Q1 & Q2 2020-21
GP Access	Explore the possibility of increasing the face to face patient support provided by the Practice Pharmacist	Practice Pharmacist	Ongoing
Other ???			



www.1481787.co.uk

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Primary Care Networks

What are Primary Care Networks (PCN)?

Primary Care Networks are a new way for several General Practices to collaborate. They are intended to help practices:

- To offer more co-ordinated clinics
- To provide better ways for patient to access a wider range of health care professionals

In July 2019 we joined the Greater Derby PCN, forming a group of eleven practices which includes:

- Brook Medical Centre
- Chapel Street Medical Centre
- Derby Family Medical Centre
- Derwent Valley Medical Practice
- Mickleover Medical Centre
- Mickleover Surgery
- Park Farm Medical Centre
- Park Lane Surgery
- Peartree Medical Centre
- St Thomas Road Surgery
- Vernon Street & The Lanes

Why are they being set up?

In January 2019, NHS England published a 10 year plan for the NHS. It is designed to tackle 3 key issues. These are:

- Limits to the amount of funding
- Shortages of clinical staff, especially GPs
- Growing pressures from an increasing and ageing population

Practices will work together and will, with other health service providers, make patient care more co-ordinated and easier to access whilst making the GP workload sustainable.

What is happening in 2019/2020?

The Greater Derby PCN came into existence in July 2019 and two clinical leads (Directors) were elected; they are Dr Gillian Davidson from Park Lane Surgery and Dr Vineeta Rajeev from Mickleover Medical Centre.

The two main objectives in 2019 for the PCN were to form relationships with local community healthcare providers, and recruit two new members of staff for the PCN. Specifically these roles are for a Clinical Pharmacist and a Social Prescribing Link Worker. Some practices already had these professionals working in their surgery, but these services will now be available in all practices.

What is planned for the next few years?

From April 2020, funding for additional types of health professionals will be made available to all PCNs; this will include Physiotherapists and Physician Associates (a new clinical role) and from 2021, Community Paramedics.

The NHS Long Term Plan also outlines some specific areas on which PCNs will be asked to focus. In 2020 they will be asked to work as a network on providing improved services to care homes, better early cancer diagnosis and more co-ordinated care with other community services.

How will these changes affect you?

You may not have noticed much change during 2019, especially in practices that were already providing clinical pharmacist and / or social prescribing services. As we develop we anticipate you will experience easier access to the most appropriate healthcare professional. There will also be appointments available across the member practices outside of core hours including weekends and evenings.

How can patients have a say in any planned changes?

In the Greater Derby PCN we are keen to involve our patients in the network development, in the first instance we would encourage you to liaise with your practice Patient Participation Group (PPG). Every practice have a PPG and these details can be found on our website or leaflets at the reception desk.

