



**Eden Medical Group
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***Eden Medical Group
Patient Participation Group
'Our Vision to Enhance Patient Care'***

**Patient Participation Group Newsletter
March 2017**

Dear Group Members,

May I first of all take this opportunity to welcome new members to our Virtual Patient Participation Group.

Practice News:

May I first of all apologise for the delay in sending the Newsletters to Group Members in 2016, however the Practice has been through a significant amount of change and faced many challenges in 2016. Therefore I would like to take this opportunity to inform you of the practice development over the past 12 months. This has included the Practice Manager; Janet Sabuldihin retiring from the Practice in March 2016. The Practice now has 3 Senior Management Team members which includes myself; Michelle Palmer (Practice Manager HR & Business Management), Sister Barbara Oddie (Clinical Nurse Lead) and a Practice Manager (Operations & Finance Management). We are currently recruiting for 2 posts; a Clinical Nurse Lead (as Sister Oddie is reducing her duties/hours in October 2017) and a new Practice Manager (Operations & Finance). Tracey Howlieson is the Team Lead (Supervisor) for the Administration Team. The practice is constantly evolving and realigning business functions to manage the increasing demands of workload within the NHS and to meet the key business aims and objectives to enable the practice to deliver safe, effective patient care.

Partnership Update:

The Partnership now consists of 6 GP Partners which includes; Dr Paul King (Senior Partner), Dr Sue Rossi, Dr Sally Hopkins, Dr Gareth Coakley, Dr Georgina Coakley and Dr Mohammed Roshandel. Dr Barbara Schorr (Partner) left the practice in August 2016 to pursue new challenges and is greatly missed by the staff and patients. The Practice also has 2 Salaried GP's which includes Dr Chris Mellor and Dr Harri Cheesbrough who is currently on Adoption Leave.

Recruitment:

The NHS continues to have significant challenges with the recruitment of GP's which has proved more challenging in Cumbria and therefore the Practice has been unable to recruit GP's to replace previous GP Partners who have retired or left the practice and has sought other recruitment options, like many other Primary Care providers. We have recruited 2 Advanced Clinical Practitioners in 2016; Anne Hartley and

Wendy McManus. The Clinical Practitioner role is a more advanced Nurse who has acquired a wide range of clinical expertise in advanced clinical practice to expand their knowledge and skills in treating and diagnosing patients. The Advanced Clinical Practitioners consult with patients with a wide range of medical conditions and complete home visits and the work in consultation with the GP's.

Locum GP's:

The practice also continues to recruit Locum GP's to provide sufficient clinical resources and expertise to enable the practice to provide a good standard of patient care and in 2016 we have welcomed; Dr Deep, Dr Tim Saunders, Dr Andy McAlea, Dr Bernard Thomas, and Dr Osayi who continue to work for the practice on a regular basis.

Patient Access:

The Practice main aim is to continue to improve patient access to enable us to provide a sustainable service and safe effective care to patients and this continues to be a significant challenge throughout the NHS including Primary and Secondary Care. Some of the reasons for this include a significant rise in an ageing population as people are living longer but with complex medical needs and there is currently a lack of resources; primarily Doctors and General Practitioners which will expand to Nurses in coming years. However there will be further skills shortages over the next 5 to 10 years especially in Cumbria. This is for a number of reasons as employment statistics demonstrate that a number of qualified professionals will retire and existing employees are leaving the country to work overseas. Our young students tend to leave the county to seek further education and attend universities in other cities and trends show they don't return for employment. The practice is currently involved in lots of initiatives as the NHS evolves which includes revising current services and working alongside other practices to ascertain how we can apply for funding to provide care to our communities by working together in partnership when delivering external services. We are also currently a training practice for Foundation Year 2 Medical Students and next year in 2018 we hope to become a GP training Practice and Dr Georgina Coakley is currently completing her GP Trainers Qualification.

The Practice submitted an application to NHS England in 2016 to close our practice list due to a significant increase in patient demand and influx of new patients requesting to register with the practice due to external influences. This became a key concern for the Partners and Practice due to lack of GP resources to meet this increase in patient demand. This was a long and rigorous process but in January 2017 the practice was granted permission to close the list.

PPG Participation:

The practice continues to assess patient access and therefore would appreciate your feedback as detailed in the actions below.

Key Actions:

This month we are seeking feedback from our group members with reference to the following key actions:

- 1. Please complete the Patient Access and Prescription Questionnaire and return to me in the envelope provided.**
- 2. Please complete the enclosed 'Friends and Family' Questionnaire if you have visited the Practice recently as we would value your feedback on the service you have received from the Practice.**
- 3. Please read the revised Patient Group Aims and Objectives.**
- 4. Please complete a NEW REVISED membership form if you wish to remain a member of the Patient Group. (Please see further information below).**

5. Please complete the reply slip on the bottom of the newsletter to confirm you have received my newsletter (which is a Care & Quality Commission Requirement).
6. Please return ALL the relevant documentation as advised to me (Michelle Palmer) in the stamped addressed envelope provided by Friday 14th April 2017.

Revised Membership Form:

Please find enclosed a revised membership form for your completion if you wish to remain a member of the Patient Participation Group. Please complete the new form clearly in PRINT and black ink preferably to ensure the information is eligible. Please also note the added section relating to the Care and Quality Commission who may wish to contact Group Members during a Practice inspection and therefore we require your consent. Please note if you do not complete and return a new form you will be removed from the Patient Group Membership list and will receive no further information. Therefore if you would like to continue to be a member of our group please complete the form and return it to me in the enclosed envelope. Once the Group Membership list has been revised all subsequent newsletters will be sent to you by email, therefore it is essential you enter your email address on the form. If you do not have an email address please notify me in writing or note on the form.

I would like to thank all group members for your valuable feedback and support. Please note from the 1st May 2017: Justyna Quinn and Linda Clarke will be the new PPG Co-ordinators and will complete all future correspondence to the group on my behalf. However I will continue to oversee the Group actions and be kept informed of all feedback which I will take into consideration for future practice development. The next newsletters will be sent in April, June, September 2017, January and March 2018, approximately 4 times per year between April 2017 and March 2018. The PPG Co-ordinators will continue to keep you informed of our services and future group actions and this information will also be displayed in the practice on our 'Patient Notice Board' near reception and on the practice website; www.edenmedicalgroup.co.uk.

Many Thanks & Kindest Regards

Michelle Palmer
Practice Manager (HR&Business)

Please complete and remove this slip and return to Michelle Palmer – Eden Medical Group:

**Eden Medical Group Patient Participation Group
 Declaration
 March 2017**

I sign to declare I have received the March 2017 Newsletter and information relating to the PPG key actions.

Group Member Name:.....

Group Member Signature:.....

Group Member Email Address:.....

Please return this slip to; Michelle Palmer HR Business Manager & PPG Co-ordinator; in the stamped addressed envelope provided.

Thank you

Note: Please return all Documentation to me by Friday 14th April 2016 in the envelope provided as listed above (under 'Key Actions').

PPG QUESTIONNAIRE: PATIENT ACCESS AND PRESCRIPTION QUESTIONNAIRE

Question 1: When did you last visit the practice?

Question 2: How did you book your appointment? E.g. By Phone, on line access, at the desk.

Question 3: If booking an appointment by telephone how long did it take for your call to be answered?

Question 4: What time frame did you have to wait to get an appointment? E.g Got an appointment to be seen that day, within 7 days, within 2 weeks?

Question 5: Did you decline any appointments offered and if so please state reason why? E.g Time and date not convenient, wanted a particular GP.

Question 6: When you book an appointment do you request the same GP or do you see any GP or Advanced Clinical Practitioner?

Question 7: How do you think we can improve Patient Access?

Question 8: Do you have medication on repeat prescription? If yes please answer Questions 9 to 11.

Question 9: When do you request your repeat prescription / medication? E.g How far in advance before running out.

Question 10: How do you request your repeat prescription? E.g Via pharmacy, online prescribing, telephone voicemail, bring in repeat request into practice and hand I, in the consultation with GP etc

Question 11: If the practice was to remove repeat prescription requests via the telephone voicemail service and you were only able to request on line or via pharmacy how would this affect you?