

Danes Camp Medical Centre's Patients Participation Group.

Newsletter No 1- February 2017

You expressed, some months ago, an interest in receiving regular information from the Patients Participation Group (PPG). Hence the PPG is sending this email to about 60 patients who indicated they wanted to receive them.

We apologise for the delay in sending this first update.

There are a few important issues we wish to highlight.

Need for a few more volunteers to join the PPG steering team.

This is not a recruiting drive for you to be a volunteer but merely to let you know that about 10 patients have said they would be interested in having more information with a view to volunteering. The duties are not onerous but new volunteers will need to have the energy and commitment that is required.

Attached is the email letter we have sent to the interested patients for your information. You will see that we have arranged a meeting for next week, Tuesday 14th at 2 pm at the Surgery. If you would like to join us to find out more about the PPG without actually becoming a volunteer, you would be most welcome. Obviously, if you do want to volunteer we will not stop you!! Please advise if you wish to attend.

New Appointments System.

As you are probably aware booking appointments has long been a cause of concern for many patients. The Surgery doctors' introduced, over the festive period, a revised system, that seems to better accommodate patients.

It is early days but we understand it is going well. We do not live in a perfect world and staff leaving, training new staff, annual holidays and Doctors and staff sickness can impact the surgery massively. Your tolerance when this happens will be appreciated. Hopefully the new system on most days will be a great improvement. If you have any comments as to how the system works in practice the PPG would like to hear from you the good as well as the bad. Please also fill in the Friends and Family Form before you leave after your appointment.

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The main points of the new system are:-

PPG email address is ppg-group.danescamp@nhs.net.

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Advanced Nurse Practitioner (ANP).

A full time ANP (Karolyn (Kaz) Lapaham) is now at the surgery and can deal with many common Minor Injuries and Minor Illnesses and thereby free up the doctors for other patients that really need to see a doctor.

Appointments for the ANP are predominately only allocated for the same day that a patient phones.

Listed below are the conditions the ANP can deal with and patients with these conditions should see the ANP rather than a GP. If the ANP considers you require a Doctor's opinion: she will be able to take advice from a Doctor. Advanced Nurse Practitioners can make referrals to hospital, other health care professionals and admit patients to hospital in an emergency if necessary; they are also able to order blood tests and X-rays.

Conditions Dealt By ANP

Abdominal Pain	Haemorrhoids
Acne	Headaches/ Sinusitis
Allergic Reactions	Indigestion
Back Pain	Insect Bites
Childhood Illness' (Mumps, Chicken Pox, Measles)	Joint Injuries/Sprains/Musculoskeletal Aches and Pains
Cough, Cold, Chest Infection	Impetigo
Cold Sores	Minor Head Injury
Constipation	Menstrual Problems
Diarrhoea and Vomiting	Nose Bleeds
Ear Ache	Pill Check
Eye Infections	Scalds and Burns
Emergency Contraception	Sore Throat
Eczema	Urine infections/Cystitis
Fever	Vaginal Discharge
Hayfever	Viral Illness

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Doctors

The number of appointments that can be booked for a future date has been greatly reduced. This means that many more appointments are available on each day, so patients who phone will be given a doctor's appointment for the same day or a doctor's same day call back telephone appointment. The intention is that all patients who need to see a doctor will see one on the same day that they phone. All patients wanting an appointment should phone early in the day as this helps the doctors schedule their work for the day. Also it allows patients to be allocated a morning surgery or phone appointment. If a patient does not phone early, then an afternoon appointment or call back may only be available and obviously it is much more risky to phone late in the afternoon.

There is a new GP who will only see patients who need to come to the surgery whilst all other GPs will share the other surgery appointments and also the call back phone appointments. For straight forward matters call back phone appointments are much quicker for the doctor. If needs be the doctor will ask the patient to attend the surgery later the same day.

The right to see or speak to a particular doctor or a lady doctor will be accommodated.

Right Person and right time.

To see the ANP or a doctor the reception staff will ask the reason for appointment. This has the advantage of ensuring the appointment is for the correct clinician and for the correct length of time. It also enables the receptionist to suggest that the Advanced Nurse Practitioner is the best person to deal with any minor injury or minor illness. This all helps to make the best use of the clinicians. If you are sensitive about telling the reception person of the reason for your call, please ask to speak to the Assistant Practice Manger (Carolyn Coulton) who will be able to help further.

Where advanced booking is still needed for a future date. This applies to:-

Appointments for the late Thursday opening (that is 6.30 pm to 8.30 pm).

Blood tests - most of the week is covered by two Health Care Assistants.

Practice Nurse – deals with dressing for an injury, post operation dressing and removal of stitches and can also administer butterfly stitches where needed.

Prescribing Practice Nurse (Penny) is available for the first two days of the week).

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Other Matters:

Another significant issue on appointments is those when patients fail to attend. This means that other patients are deprived of the use of that slot. If at all possible, **patients should cancel any appointment they can't make**. Even at short notice it is possible to reallocate to another patient who requests an appointment after the cancellation has been recorded. The figures for the last six months for failure to attend an appointment are as follows:

August	152
September	139
October	171
November	197
December	152
January	112

Total 923 = 35.5 appointments a week (or almost 6 hours of a clinician's time wasted)

It might be of interest to note that data on the type of appointments used and total appointments available are reported to the NHS quarterly and the local Clinical Commissioning Group visit the surgery each year to discuss and verify these reports.

The surgery has decided to **no longer offer Travel Vaccinations** as it is not part of the NHS contract and detracts financial and staff resources away from contracted services. There are many other places that offer Travel Vaccinations including large and small pharmacies. This will be effective from 30 April.

A third of Northamptonshire's **elderly have not had a flu jab this winter**. So if you are over 65, perhaps you might like to consider getting one as soon as possible.

If you found this Newsletter helpful please **encourage other patients to sign up** by emailing **ppg-group.danescamp@nhs.net**

Any **Feedback** on this Newsletter will be appreciated.

Patients are encouraged to comment on the service they receive each time they visit the surgery by **completing a Friends and Family Form**. This is not often done but it is not only a way of informing the

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surgery of what is working well or can be improved but it is the way the NHS judges and publishes the performance of our surgery compared with other surgeries locally and nationally. So please complete these forms whenever possible.

You can **Contact the PPG by email** with any comments on the surgery. Good comments are always welcome to balance the not so good. If you have a criticism to make please bear in mind the pressure the NHS is currently enduring and always try to suggest a constructive way of improving the situation for the future for consideration, Please also note if it relates to a personal medical issue this must be taken up direct with Practice Manager or clinician concerned and, if needs, by following the complaints procedure. The PPG deals with general issues that affect all or a group of patients.

Bob Boulter

For and on behalf on the Danes Camp's PPG

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