

## ACKLAM MEDICAL CENTRE

### **Patient Participation Group - Annual Report June 2023**

Our patient participation group formed over 12 year ago. Our group consists of patients who wish to be involved in practice activities and take a role in developing local health services. The purpose of the group is to facilitate patients and practice staff to work together sharing ideas to help improve the services we offer, in addition to sourcing any local community services that may help enhance aspects of patients' lives.

We encourage the group to help promote the need for all patients to take more responsibility for their own health. The group also offers an avenue for patients to have their say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and its clinicians.

The group will not deal with personal medical issues or individual patient complaints as there is already an existing procedure to handle such matters.

We have endeavoured to gain patients from a broad spectrum of the practice population to ensure the group is as representative as possible. We have specifically tried to gain representation from younger patients, those with disabilities and carers, in an effort to gain a wide selection of patient views.

We currently have 280 members in the group. The group consists of the following members.

Male members 153      Female 126      Unknown 1

21 members in the age range 16-24  
80 members in the age range 25-34  
38 members in the age range 35-44  
34 members in the age range 45-54  
41 members in the age range 55-64  
38 members in the age range 65-74  
22 members in the age range 75-84  
6 members in the age range 85 +

Of the patients listed above we have a mix of Unemployed, Full/part time employed, students and retired patients. Amongst the members we have a mix of nationalities including but not exhaustive British, Chinese, Pakistani, Thai, Polish, Arab, Indian and Afghan ethnicity members.

We do not currently have any group members who have learning disabilities or special educational needs however we are keen to engage these patients to enable us to learn more about how we can assist these patients with their everyday needs and support enhanced access to services.

We continue to advertise the patient reference group within the practice, on our website, FaceBook and at registration with the practice.

We will continue to target minority groups of patients via our social prescribers, community staff and outreach teams where appropriate. To ensure good communication between the reference group and the Practice, we continue to have a named contact for patients. Our admin team support Julie Moore (Operational Manager) and Catherine Thomas our Management Partner to ensure any queries from the group are directed to the right personnel within the practice.

Findings from our annual survey will be discussed with patients at our meeting on 4 July 2023. This meeting will also give patients the opportunity to ask any questions they may have on services and development of the practice and our Primary Care Group going forward.

## **Updated Action Plan and Progress to date**

### **Developing Services and Getting an Appointment**

#### **Monitoring Services**

To ensure efficiency and effectiveness, we continue to monitor our systems and services.

Our new digital telephone service allows us to monitor and record calls. Since its inception in late Summer 2022, the volume of patient calls has again significantly increased. Patients can however opt to be called back when lines are particularly busy, this enables patients to continue with their day without the need to stay on hold for long periods of time. Patients who opt for this service do not lose their place in the queue as the system manages the queue automatically. This new digital system has allowed us to have the ability to answer calls anywhere in the building and therefore allows us to prioritise staff work.

Additional clinicians have been recruited together with the use of locum GPs to support the practice during recruitment. Currently the practice has 4 GPs, 5 Nurse Practitioners and an apprentice Advanced Clinical Practitioner who will be shortly embarking on her final year of training.

We have had a change in nursing staff however we are pleased to announce that additional nurses have now been recruited with the first commencing employment in the next couple of weeks. In total we now have 4 nurses, plus a trainee Nurse Associate and a phlebotomist. To enable patients more freedom of choice we will shortly be offering 'drop in' blood clinics in addition to booked appointments.

A mix of appointments to see GPs and Nurse Practitioners are now offered to patients including pre bookable face to face appointments, triage same day and pre bookable triage appointments.

Staff are trained in care navigation to ensure patients are directed to the most appropriate service in the first instance, this may not always be with the practice.

## **Learning from/Acting upon Complaints, compliments and suggestions and Significant Events**

We will continue to audit both positive and negative feedback, complaints and significant events. Feedback is shared as appropriate within the whole practice, our network and patients. This ensures good practice and any necessary change in procedures is shared, thus improving communication and ultimately patient care.

Annual reviews are conducted to consider any trends and themes that may occur. These annual reviews are then shared in practice and network meetings. This also ensures any necessary actions or change in practice have been completed.

Patients can share feedback on our website and through the Friends and Family questions (in surgery and online). In order to gain more patient feedback, we intend to incorporate the Friends & Family questions into our online communications with patients soon.

## **Palliative Care**

We continue to work towards the gold standard framework for palliative care. Regular Multi-Disciplinary Team meetings take place to ensure we offer patients and their families as much support as needed during this difficult time. Dr De Jongh is supported by an administrative lead and a newly appointed Cancer Care Coordinator within our Primary Care Network. She continues to attend regular training and information events held by specialists, looking at the latest guidance and advice on managing palliative patients. This enables us to offer improved services for palliative patients and good communication with multi-disciplinary teams.

## **Patients with Learning Disabilities and Special Educational Needs**

Our nurse practitioner Paula Gilroy is currently leading on care for patients with learning disabilities and special educational needs. Paula is assisted by our trainee Nurse Associate Lily Moore. We have Care Coordinators within the community for those patients in specialist homes. Patients who can visit the practice are encouraged to attend for an annual review to ensure they are receiving the best care and advice they need. All staff have been trained on how to identify patients who require special educational needs this ensures we can keep registers and signpost patients to appropriate services and advice where needed.

The practice is currently working on a research project with Newcastle University on how we can improve the experience of care for patients with Learning Disabilities and Autism.

## **Carers**

We encourage patients who are carers to let us know. As a carer you will be offered an annual health review and an annual flu vaccine. We are keen to update our carer's

register to help us improve communication and signpost carers to services they may be interested in. We have talked to Care UK and our social prescribers assist with signposting support for Carers.

### **Care Navigation & Patient Access**

In order to ensure effective patient navigation, we continue to use care navigation. This was adopted in 2018 and ensures patients are directed to the most appropriate person/service. This may mean navigating patients to the GP, NP, FCP (First Contact Practitioner), Local Pharmacy or other service (including self-referral to psychological services, social prescribing or other specialist nurses).

We have adopted Accurx and eConsult to assist us with patient appointments. Accurx allows us to send messages to patients and for patients to communicate with the practice including sending photographs of rashes etc. This can save time for patients and clinicians and may result in treatment without the need for attending the practice.

eConsult allows patients to contact the practice via the internet, without the need for telephoning. This system can be used for queries and requests for advice and/or treatment.

Enhanced Access was introduced this year and resulted in the practice being able to offer appointments out of normal working hours between the hours of 6.30pm to 8.00pm Monday to Friday and on Saturdays. Our Network subcontracted this service to our federation ELM who conduct these appointments on our behalf.

### **New Services**

Many new services have been introduced into the practice via our network (Greater Middlesbrough Primary Care Network) these include:

- Mental Health specialist Nurses
- Adult Social Prescribers
- Young Persons Social Prescriber
- Cancer Care Lead
- Better Care in Care Homes
- First Contact Practitioner
- Additional Pharmacists
- Pharmacy Technicians
- CVD Lead Nurse
- Dietician (to commence in the next few months)

The PCN are also looking at recruiting:

- General Practice Assistants
- Advanced Practitioners
- Occupational Therapists
- Podiatrists
- Health & Wellbeing coaches

### **Food Bank**

We continue to collect food for our local food bank and would like to thank all our patients who regularly bring in supplies. This service has been invaluable for many of our patients. We can give vouchers to patients who are eligible.

### **OTHER INFO**

The opening hours of the practice are 8.00am to 6.00pm Mon – Fri

Access to services between 8.00am and 6.00pm Monday to Friday is via telephone, website or in person. You may request repeat medication and appointments online and via eConsult.