

# Summer 2017 Newsletter

## Patient Participation Group (PPG)

### (Groby Road Medical Centre)

Dear Patient, welcome to the first Newsletter produced by your Patient Participation Group (PPG); further details of the PPG can be obtained from reception. We hope you find this newsletter informative, which covers items and events happening at the Practice plus other useful health related items.

**Practice Protected Learning Time (PLT):** Did you know that once per month, usually the 3<sup>rd</sup> Wednesday, the Practice is closed from 13:00 to 18:30, during which time calls to the surgery are put through to the out of hours provider; alternatively patients wishing to see either a GP or Nurse can call 0116 366 0560 or NHS111 to make an appointment at one of three Leicester based Health Care Hubs.

Opening times are:

Westcotes HUB: 08:00 to 20:00 - Seven days a week.

Saffron & Brandon HUB: Weekdays: 18:30 to 22:00 &  
Weekends & Bank Holidays: 12:00 to 20:00.

[www.leicestercityccg.nhs.uk/healthcare-hubs](http://www.leicestercityccg.nhs.uk/healthcare-hubs)

PLT allows the staff to have meetings and other practice related matters such as allowing staff to address learning and professional development needs, either as individuals or as groups.

**On-Line Training Workshop:** Following the success of the previous workshop, with the help of AgeUK we are planning to run another workshop Wednesday 13th September 2017 to help patients get on-line so that they can access 'System One' which will enable them to book appointments, request repeat medication, review their appointments and summary care record (if requested) etc, all on-line.

Members of the Practice, PPG and Age UK will be on hand to help patients set up a login and show them how to access their records. You will need to bring some form of identification with you for the purposes of creating an account with System One – further details will be advertised in reception in due course. If you are interested, please let reception know so they can book you a place.

**CQC Inspection:** An inspection by the Care Quality Commission (CQC) was undertaken in January 2017, this was a return inspection following the Practice's results in May 2016 when the Practice was put in 'Special Measures'. As a consequence of these findings, the Practice consulted the PPG to advise of the action plan drawn up to improve standards and to meet the requirements of the (CQC).

In April 2017 the Practice was informed that the improvements made had been graded as 'Good' although some areas have been identified as requiring further action.

The PPG would like to congratulate all staff in the Practice for their commitment and dedication to achieve a positive outcome for patients. These actions have clearly been fruitful. Additionally the group will continue to engage with the Practice to ensure these standards are maintained in order to meet the requirements of the (CQC).

**You can review the CQC reports on the Practice website, (details on the last page).**

**Ongoing Issues:** The group recognises the frustration many patients feel when attempting to obtain an appointment or get through on the telephone particularly in the mornings. These issues are acknowledged by the Practice and discussed at length with us at our quarterly meetings with Practice representatives. It is evident from these discussions that the demand outstrips the resources available, despite efforts to address patients' dissatisfaction at not being able to obtain an appointment when required.

This issue is not specific to our Practice as it is identified as ongoing problem within most General Practices at local and national level within the National Health Service.

The introduction of the Health Hubs in Leicester to address the problems patients experience when requiring an appointment appear to be addressing patients expectations, as generally patients can be seen on the same day, which in return will reduce the need for patients to attend Accident and Emergency.

Whilst this is far from ideal, we hope it reassures patients that attempts are being made by the Clinical Commission Group (CCG) in Leicester to meet their needs. Interestingly the PPG have asked the Practice to monitor the demand for appointments on a monthly basis and to date have been given feedback that in one month alone patients had requested 150 appointments which could not be accommodated. It was also identified that within that month 147 patients had failed to attend their pre booked appointments with the doctor or nurse, which are referred to as Did Not Attends (DNAs), which equates to almost 25 hours.

***Please ensure that if you book an appointment and no longer require it that you cancel it at the earliest opportunity.***

**Change of Personnel:** The group wish to express thanks to Dr Linda Lucraft who has recently retired and wish her a long and happy retirement; she will be greatly missed by everyone.

Drs Paul Bethall and Tatiana Leichenko left the Practice in April to return to Suffolk for family reasons; again we thank them for their services over the past year and wish them well for the future.

Currently the Practice has appointed a Locum doctor full time and an Advanced Practitioner Nurse on a part-time basis to cover some of these vacancies.

**We Need You:** Finally the PPG always welcome new members and particularly would value input from younger and ethnic minority patients within the Practice. The dates of the meetings are displayed on the notice board in the waiting room.

Minutes of previous PPG meetings are available on the Practice Web Site.

We look forward to seeing you at the next PPG Meeting – 9th October 2017 at 6:30pm at the Practice.

For further information, please visit the Practice Web Site: <http://www.grobyroadmedicalcentre.com/> or contact the Assistant Practice Manager on

Tel: **0116 253 6263.**