

## YOUR LOCAL PATIENT PARTICIPATION GROUP

- Contributing to the continuous improvement of services

- Fostering improved communication between the practice and its patients

- Helping patients take more responsibility for their health

- Providing practical support & help to implement change

## Happy to Share?

Your GP record contains valuable medical information about you. This information could include letters from hospital, information from your visits, test results, medications, allergies etc. Many people think their GP record is available to all healthcare professionals involved in their care, but this is not generally the case. At the moment each professional you see keeps a separate record meaning that some important information may not be communicated effectively.

out of hours services to allow them to provide the best possible care.

When someone from another healthcare organisation wants to see your GP record they will **always** ask you if it's OK first. You have the right to say 'no'.

To help, the NHS in Nottinghamshire is launching a local shared record programme to view relevant information about you. This would be available to hospitals, walk-in centres and

If you have any questions about record sharing, the health centre receptionists have leaflets explaining the new system in more detail.



## Patient feedback in Rushcliffe drives radical service re-design

The results of an extensive patient survey and consultation carried out last year have led to healthcare service improvements in Rushcliffe from which patients are now benefitting.

In April 2014 Rushcliffe Clinical Commissioning Group (CCG) received a 22 per cent response rate to 60,000 questionnaires that were sent to every household in the borough with a patient registered at a Rushcliffe GP practice. Follow up focus groups were also held with a range of patients, such as those with long term conditions or caring responsibilities.

Two key themes emerged from the **patient survey results**, which were:

- People with a long-term health condition such as diabetes wanted better continuity of care from their GP practice, and
- Patients wanted weekend access to GPs for urgent care needs.

In response to the feedback, Rushcliffe CCG is working with local GP practices and community providers to implement service redesigns which directly

respond to the findings. **Two major developments** have already occurred:

- a) An enhanced general practice specification which improves long-term condition management in primary care
- b) A pilot weekend GP service for urgent care.

During 2015/16 all **patients with long-term conditions** will have the opportunity to agree a personalised care plan with their GP, which they will be able to access online via a computer or mobile device. Patients are also seeing improvements in the provision of support in self-management, clinician decision support and access to a named clinician.

The pilot **weekend GP services for urgent care** was launched in January 2015. The service can be accessed by ringing 111 and is staffed by GPs, nurse practitioners and receptionists from across the 12 local practices. It operates from a centrally-located GP practice (Gamston Health Centre) to deliver urgent care to patients registered across the area.

Building on this platform of improvements and transformation, Rushcliffe has been awarded national Vanguard status by NHS England to develop one of the new care models outlined in the Five Year Forward View. Plans are now underway with local partners, provider

organisations and patients to create a **Multi-specialty Community Provider (MCP)**. This sees the coming together of: General Practice, GP out-of-hours services, Community and local mental health services, Social Care, Third sector organisations, Hospital and Ambulance trusts.

Twelve GP practices in Rushcliffe are coming together as PartnersHealth, a GP provider company, to form the cornerstone of the MCP and will enable further improvements across primary care and enable services to be delivered at pace and scale.

The MCP new model of care will focus on promoting health and wellbeing through prevention by providing care at the right time in the right place. This will enable people to live independently at home for as long as possible and avoid unnecessary hospital admission by moving traditional hospital-based services into community settings, such as specialist long-term conditions management, nursing, diagnostics and some consultant-led care.

The result will be a significant culture change, with the health and social care workforces working together to personalise the care that patients receive, replacing the one-size-fits-all model currently delivered by individual organisations.

## Practice News



The NHS  
non-emergency  
number

  
NHS  
choices



## Don't miss your appointment! Get a text reminder.

### During August 2015, 116 patients failed to attend the doctor's appointment they made with the Radcliffe Health Centre.

This means that time was wasted and perhaps more importantly, these appointments could have been made available to other patients.

It is recommended that you use the texting reminder service available to all patients. If you have not done so already, please give your mobile phone number to the receptionist. You will automatically receive reminders of your GP and nurse appointments. If for any reason you are unable to attend for your appointment you can cancel using a reply to the text message. This gives the surgery the option of giving valuable health professional time to another patient.

We will regularly monitor and report the number of missed appointments; let's see if we can significantly reduce the number!

### Staff changes

The practice is delighted to welcome Dr Natasha Knibbs to the surgery. Dr Knibbs did part of her training here and is now joining us on a permanent basis. She will be available for consultation on Monday, Tuesday, Wednesday and Friday. We hope that, as well as adding her expertise to the team, the extra appointments will also make it easier for you to book a consultation with all our GPs.

Dr. Patel's working pattern has also changed; he is now working part-time, half the week in surgery and his other sessions in Dermatology clinics at the hospital. He is still available for consultation on Monday, Tuesday and Wednesday but there will be fewer appointments available. The purpose of the overall change however is to be able to offer more appointments with our GPs every week, so we hope that this will help making booking appointments easier.

### New computer system

On 27<sup>th</sup> October, the practice will be changing to a different clinical computer system, to allow us to keep up to date with changes locally and nationally. This will mean that there will be some disruption to our appointments and repeat prescriptions over a period of two weeks at the end of October. We apologise for any inconvenience this may cause. However, the change is important to ensure that we can continue to offer you the best care possible.

The new computer system will allow your records to be shared with other health professionals (see article on 'Happy to Share')

Our 'Go Live' date is Tuesday 27<sup>th</sup> October, but before that date our computer systems will be being re-configured. This means that from Monday 19<sup>th</sup> October to Tuesday 27<sup>th</sup> October we will not be able to offer any routine appointments for long term condition monitoring. On Tuesday 27<sup>th</sup> October, we will be operating emergency surgeries only for acute medical problems. It will also not be possible to book appointments in advance for dates after 27<sup>th</sup> October, until the new system is activated on that date.

If you can avoid requesting prescriptions during that fortnight it will be very helpful to us, but we will ensure that those patients who have medication on a repeat monthly prescription do not have any interruption to their prescriptions. If it is possible for you to order your repeat prescription slightly early, avoiding those dates, that would be helpful. It may take us slightly longer to process prescriptions during that period, but otherwise please order as usual, and your prescription will be available to collect in the same way as usual.

### Flu Jab

If you are entitled to a free NHS flu vaccination, (a patient over 65, one who is pregnant or has a long term medical condition) and you missed the 'Flu Day' on October 3<sup>rd</sup>, you should phone the surgery to get information on the next planned time for vaccinations.



# Changes to NHS Walk-In Centres in Nottingham

Following extensive public engagement, proposals have been agreed to combine funding for the original three sites to provide one enhanced service that will still provide walk-in appointments but will offer additional treatment of urgent health problems (including x-ray for suspected broken bones).

From the start of October the walk-in centres at London Road, Upper Parliament Street and Southchurch Drive Clifton were closed and replaced by an 'Urgent Care Centre' at the London Road site (next to the BBC building).

This will be staffed by Doctors and Nurses and will offer assessment and treatment for health conditions that are urgent but not life threatening such as:

- Minor burns and scalds
- Minor head injury with no loss of consciousness
- Skin infections and rashes
- Suspected broken bones, sprains and strains (X-ray will be available on-site)
- Eye infections and minor eye injuries

No appointment is needed; just drop in between 7am and 9pm 365 days a year.

For more information please contact NHS Nottingham City Clinical Commissioning Group Patient Experience Team on 0115 883 9570 or email: [patientexperienceteam@nottinghamcity.nhs.uk](mailto:patientexperienceteam@nottinghamcity.nhs.uk)



## Weekend Surgery at Gamston

This pilot service has now been extended to the end of the year.

**In order to access the service, patients with urgent care needs should call NHS 111. Eligible patients will then be booked into this service, on the same day, following a triage by the out of hours provider Nottingham Emergency Medical Service (NEMS) to determine whether they need a face-to-face GP consultation.**



**NB** - It will not be possible for patients to walk in to Gamston Medical Centre without an appointment.

This service is staffed by Rushcliffe GPs, nurse practitioners and receptionists from across the twelve local practices, working together to deliver urgent care to Rushcliffe registered patients.



## Support for Carers

Increasingly Health care professionals recognise the importance of carers within the family. They are also aware

of the stress, impact and demands on the health of the Carer.

Lorraine has been identified as our 'Carers Champion' by The Health Centre. You are encouraged to make your circumstances known to her so that she can make certain that any special requirements are known to the GP's and the reception staff making appointments etc.

Arrangements have also been made to provide support from the local Carer's Federation for any Carer in Radcliffe. An experienced support worker, Margaret, will be at the surgery on October

28<sup>th</sup>, November 25<sup>th</sup> and December 23<sup>rd</sup> (no appointment needed). To make alternative arrangements to meet her or just for a friendly chat, you may also phone her directly on **07739 237 443**.



### What is Healthwatch Nottinghamshire?

**W**e are an independent consumer champion created to gather and represent the views of the public. We are here to help you get the best from your local health and social care services. We will:

- Ask those who use health and social services about their experiences, good or bad.
- Make recommendations to local service providers and commissioners
- Tell you about proposed changes to services
- Work to seek the views of those who sometimes struggle to be heard

### Who Funds Healthwatch and to whom is it accountable?

The Department of Health. Funding is passed to each local authority, who then commission the service for their area. We are accountable to our local commissioners and Nottingham County Council.

### What powers does Healthwatch have?

The powers under the Health and Social Care Act 2012 are:

- Organisations within the health and social care services must listen to what we have to say
- We have a seat on the Health and Wellbeing Board—a body that oversees health and social care.
- We have statutory powers to Enter and View services.
- We can make recommendations to services and commissioners and expect a response
- We can escalate issues to bodies such as the CQC.

### So how do I use Healthwatch?

**'Have Your Say'** about your experiences of health and social care services; **we want your feedback, stories and comments – as many as possible!**

your experience of services may vary: the problem you needed help with, the staff you spoke to, or even the time of day you used the service. We don't ask that you rate the service you use, but your experience of the service at the time you used it. This will include your experience of **hospitals, GP's, pharmacists, dentists, opticians and care organisations**. This will help the services you use understand what makes a good experience.

We encourage **you** to review as many experiences as you like. Be as specific as possible about what made your experience particularly good or bad. For example, tell us why the experience was good or bad. We will ask you for a little information about yourself when you leave a review, but if you prefer you can leave a review anonymously.

We would like as many of you as possible to leave your feedback here, on our website:

<http://www.healthwatchnottinghamshire.co.uk>

if you would prefer to discuss your experience personally, in more detail, you can phone us on [0115 963 5179](tel:01159635179)

## Health Hubs



**B**ingham Library is the first in the county to feature a 'Health Hub', an area of the library dedicated to health information and promoting health and wellbeing. The Health Hub is the first of three planned for libraries in Rushcliffe in partnership with the Rushcliffe Clinical Commissioning Group.

West Bridgford and East Leake libraries will also be included in the initiative, which aims to help people manage their health and wellbeing effectively by facilitating access to health information and regular health promotion activity.

Dr Jeremy Griffiths, a clinical lead for NHS Rushcliffe Clinical Commissioning Group said: "It is important that the public can choose to get health advice and information from a variety of sources. As commissioners of health services we know how important the library is to local people so we appreciate the value it has in encouraging good health and wellbeing."

Why not go along and see the information on local NHS, complimentary medicine and self-help groups. They also include reading lists of relevant books available if you or a loved one is facing particular medical problems.

Remember any books loaned from Bingham can be returned to the library in Radcliffe.