

- 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



Future of Health Care in Radcliffe

Thank you to everyone who came out and supported the meeting held on 18th June at the Grange Hall. The turnout far exceeded our expectations with nearly 150 people attending the event. The aim of the meeting was to inform patients & public of some of the changes taking place in primary care across Rushcliffe and to engage with patients on some of their concerns and queries. Kamaljeet Pentreath, Chair of **Radcliffe Surgery Forum (RSF)** presented

the results of a recent patient survey and this highlighted how the RSF can better engage with patients to get their feedback on patient experience at their local surgery. Fiona Callaghan, Head of Strategy & Service Development at **Rushcliffe Clinical Commissioning Group (RCCG)**, presented on the new care model being implemented across Rushcliffe under the Principia **Multi-specialty Community Provider (MCP)** program, where the ambition is to:

“...provide a better quality of care for the people of Rushcliffe through a care delivery system that is innovative, more patient-centred and co-ordinated. New ways of working will improve health outcomes for local people, increase patient and staff satisfaction and make sure that we are getting the best value for money with the resources we have.”



Dr Richard Stratton, GP at Cotgrave surgery, presented on behalf of **PartnersHealth** – a GP federation formed in November 2015 comprising of the 12 General Practices across Rushcliffe. PartnersHealth is a collaboration committed to creating healthy, cared for communities and will be the provider interface for healthcare services in Rushcliffe and the ‘cornerstone’ of the MCP. Its aim is to develop new alliances to enable service integration and transformation by managing clinical variation and improving RCCG outturn performance.

A brief summary of some of the questions that were put to the panel at the end of the meeting can be found on pages 2 & 3 of this newsletter.

Care Quality Commission Inspection

The Care Quality Commission (CQC) carried out a routine visit of the Radcliffe Health Centre in April. They looked at the organisational processes, appointment system, staffing levels and standards of care provided to patients. It is very reassuring to the users of the services at the Health Centre that the CQC awarded the practise a **GOOD** overall rating and rated the care of older people and vulnerable people as **OUTSTANDING**.

The RSF congratulate the practice on these results & their public commitment to improve on those areas where they feel they could do better. The full report can be found on the Health Centre web-site & clicking on the CQC tab www.radcliffeontrenthealthcentre.co.uk



Dates for your Diary

11th October: RSF Annual General Meeting, Dowson Room at the Grange Hall

12th November: Come and talk to the RSF in the village centre, Main Road

14th-20th November: RSF members will be in the surgery waiting area raising awareness on Self-Care

ONE YOU

19th November: Tea/Coffee & Cake morning at the Grange Hall with RSF members, signposting self-care activities in our village e.g. Walking For Health group (to find out more about this group, contact Kathy Thomas Kathy.thomas53@gmail.com or by phone 0115 9334863



Your Questions Answered



Prior to the meeting held on 18th June, the RSF asked for your questions to put to the panel during the meeting. The panel consisted of Dr Ram Patel, Fiona Callaghan, Dr Richard Stratton and Kamaljeet Pentreath and below is a brief summary of some of the questions put to the panel:

★ What are your plans for the health centre building, to accommodate the potential increase in number of patients over the next 5 years?

Dr Patel outlined the current situation & the various options that the partners are exploring. They recognised that the building has outgrown its original capacity & confirmed that it was not practical to extend the present building. It was acknowledged that there is a strong desire for the health centre to be positioned centrally in the village. No decision has been taken as yet, however funding & planning restrictions will inform future decisions on this matter. In the past the surgery has consulted with members of the Parish Council, Rushcliffe Borough Council & the RSF and their intention is to keep patients informed of any final decision they take. RCGG, as commissioner of primary care, has responsibility to make sure there is adequate primary care provision for the population so if there are new homes being built, they would have to look at commissioning additional primary care services to meet demand and need as part of their statutory duty.



★ In the waiting area of the health centre, The loudspeaker system is 'difficult to hear'. What are the surgery's plans to improve this?

It was acknowledged, the loudspeaker system is not optimal especially for those hard of hearing & the surgery are exploring options on how to improve this. Options discussed ranged from introducing a visual screen as seen in other health centres to doctors personally coming out in to the waiting area to announce their next patient. The later is something that the nurses do already. There was a strong feeling among the audience for the surgery to resolve this issue in the very near future. The RSF will be following up on this with the surgery & keep patients informed of its outcome decision.



★ It can be frustrating for a patient if the reception staff are unfriendly, unhelpful & insensitive. What is the surgery doing to improve the interface between patients and reception staff?

On the whole the audience applauded the great work that the receptionists do under what can at times be stressful conditions. The surgery recognises the importance of that first contact in a patient's experience and have supported the development of their staff by implementing training for the staff on the topic of customer service. On the odd occasion if there is a problem then patients are encouraged to feed back their experience via the formal complaints procedure in the surgery.



★ Will you be taking on more doctors & nurses which would make more appointments available?

Dr Knibbs has recently joined the surgery, making available additional sessions & number of appointments. In comparison to other surgeries in the Rushcliffe area & in previous years at this health centre, we now have more GPs & sessions available. Currently the surgery does not have any plans to increase the number of doctors or nurses as the problem of space in the health centre remains i.e. there is no capacity for another consulting room.



★ What are the plans for the surgery to open at weekends?

At the moment there are no plans to open the surgery in Radcliffe at the weekends however from the end of June, a weekend service for urgent appointments will be made available across Rushcliffe surgeries. The service operates out of Gamston Medical Centre on Saturday and Sunday mornings between 8.30am and 12.30pm. It is for patients with urgent health care needs who have been assessed over the phone & told they need a same-day GP appointment. It is operated by GPs, nurses & receptionists from across the twelve general practices

in Rushcliffe. To access the service, patients with urgent health care needs must first call the NHS 111 helpline. Eligible patients will then be booked into the service, on the same day, following a triage by the out-of-hours clinicians at Nottingham Emergency Medical Service (NEMS), to determine whether they need a face-to-face GP consultation. The weekend service will only be available by appointment and is not a walk-in service.



★ There were 4-5 questions relating to access & making appointments to see a GP & Dr Ram Patel addressed these with key points as follows:

– Difficulty getting through on the telephone:



It can be difficult to get through at peak times as receptionists try to manage the front desk and incoming telephone calls. To help reception staff to better manage the incoming calls, the surgery has taken steps to introduce a screen separating the front desk from the back-room which they hope will enable back-room staff to focus and deal with the telephone calls.

– Getting a same day/urgent appointment:

For urgent cases, the surgery attempts to offer a same day appointment or certainly within 48hrs. Patients are asked to call the surgery before 9am with a doctor calling the patient back to triage the patient.



– Lengthy delays for a routine/non-urgent appointment.

Appointments can be pre-booked within 4-weeks and the surgery aims to book an appointment for a patient within 2-weeks however certain pressures on General Practice of late has meant that this may not have been achieved.



Implementation of a new computer system – SystemOne – had not gone as smoothly as envisaged and for a time the surgery was a GP Registrar down which meant loss of additional appointments for patients. It is fair to say this is an issue being faced by other surgeries and our health centre is not alone.

– Seeing your doctor of choice, especially if you have long-standing health problems.

Patients with chronic conditions are flagged in the surgery and will always be spoken to when requested. Every attempt will be made to give the patient continuity of care with their designated doctor but our health centre has a high elderly population, 25% of appointments are for patients with long-term health problems, and this can place additional pressures when booking to see your doctor of choice.



– Making appointments available for working people outside of 9-5 working hours:

The surgery has extended its opening hours and



no longer closes half-day on Thursday. The surgery hours are as follows:

Mon-Fri 8:00am to 6:30pm with early starts on Tues & Thurs at 7:00am to accommodate working people and anybody requiring an early morning appointment

★ How will the future of health care in Radcliffe be affected by the Multi-specialty Community Provider (MCP) and what will be its impact directly on how the surgery operates?

Patients shouldn't see any immediate impact but as the MCP develops it will be looking at how improvements can be made. GP practices are starting to work together as PartnersHealth – this means that they can work more closely together, share resources and back office functions, jointly invest in IT, policies and processes and move the workforce around to flexibly cover the healthcare needs of the population. As health and social care services become fully integrated, patients should notice huge improvements in care, less duplication of care, more joined up information sharing so patients don't have to repeat information to several professionals who care for them and consistent and holistic care planning.



Radcliffe Health Centre: Online Services

Following the Surgery's move to a new IT system to manage appointments and patient records last year, we now have a new improved on-line service to make non-urgent appointments, request repeat prescriptions and soon to be able to see our Patient Records.



These services can be accessed through links on the Health Centre website and as obviously there is confidential information included, are protected by a password (that you can choose yourself).

Those that are more computer literate can set up the access link as a 'favourite' and we

are promised a helpful 'app' for our smartphones soon.

Information about registering for this service and a clear explanation of how to set up and use the system is available from the receptionist at the surgery. Be aware though, that you will have to take ID information, including confirmation of your home address, along with you for a security check.

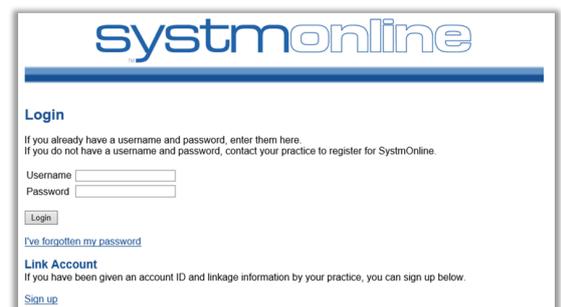
If you are a parent or guardian you are able to register to manage repeat prescriptions and appointments for your child.

Obviously there is a little effort involved in getting your account details from the surgery but you then have a very simple process available both to arrange appointments and if necessary to cancel, all without the hassle of phoning

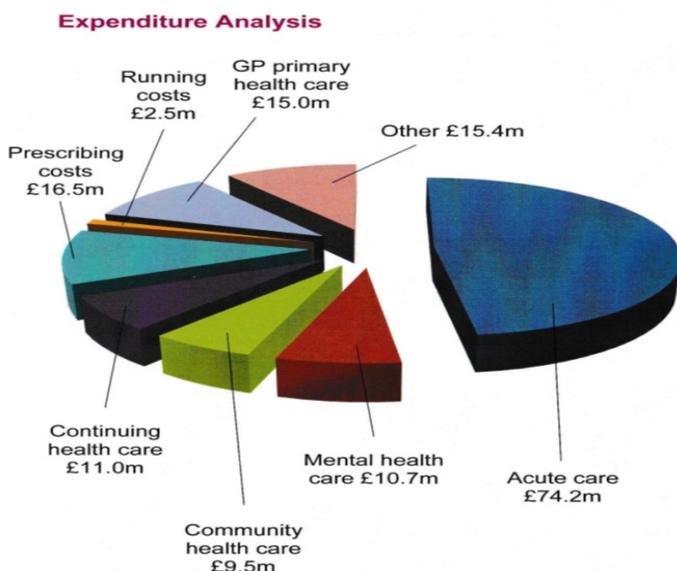


the surgery.

The practice have promised to make more appointments available to the on-line system as more people take up the option of using it, so the 'ball is in our court' to manage things when convenient to us and not have to spend our valuable time on the phone to the surgery!



Rushcliffe Clinical Commissioning Group (CCG)



As many of you will be aware most of our NHS services in Rushcliffe are funded and managed through Rushcliffe CCG. You may be interested in seeing how they spend the £156 million they received in 2015/6.

As NHS patients we are all interested in how our services are managed especially with the challenges of limited funding.

There is a huge amount of information on the CCG web page, www.rushcliffeccg.nhs.uk where you can see their Annual Report for 2015/6 and also sign up for newsletters and information on the many health and wellbeing events arranged in Rushcliffe