

The Practice

- Team: 4 GP Partners, 3 Salaried GPs, 4 nurses, 2 HCA, 1 phlebotomist, PM, 2 Assistant PM and a full support staff of receptionists, administrators and dispensers
- Almost fully dispensing
- Training and teaching practice
- Research active
- Building opened in February 2012

Practice Population

- Disproportionately high population of older people
- Generally affluent catchment area but with pockets of rural deprivation
- Very poor transport links
- Isolation is a major issue, especially for older people living alone
- 93% white British, other 7% mainly middle class

Appointments

- Routine GP appointments bookable up to 6 weeks in advance, by phone or online 24/7, or face to face
- Routine nurse appointments bookable 6 weeks in advance by phone during opening hours or face to face
- Same day appointments accessed through GP or nurse phone triage – call back usually within 1 hour

Telephone triage

- Excellent emergency safety net
- Combination of nurse and GP triage uses skill mix well
- No limit to the number of same day appointments
- Immediate home visit by doctor if needed
- 2 duty doctors on Monday mornings in winter – resilience to deal quickly with crises while maintaining cover

QOF

- Always achieve almost full points
- Prevalence is low for some conditions: currently working on depression, LVSD and osteoporosis
- Low exception reporting
- Call and recall managed through “birthday month” system – all chronic conditions reviewed together in one appointment

Meeting the needs of older people

- Weekly community MDTs
- Sensitive end of life care
- Home delivery of medication
- Weekly ward round at nursing home
- Strong community links, including transport
- Excellent access to same-day care
- Use of Focused Weekend Working scheme
- Coach from local villages

People with long term conditions

- Birthday month reviews
- Each condition allocated to a named admin assistant for call/recall and DNA management
- Extensive use of templates to aid consistency
- Gold Standard searches
- Strong links with carers' support
- Regular use of patient education & advice leaflets
- Consultant Connect

Working age people

- Extended hours on Wednesday evening and Saturday morning – access to dispensary too
- 24/7 phone and online booking
- No lunchtime closing
- Routine phone calls available to avoid needing to visit surgery
- Extensive travel health service

Families, children & young people

- Family-friendly premises
- SAFE accredited
 - Full range of contraceptive services, inc. C card
 - Link with school sexual health clinic
- All 13 year olds receive leaflet about services
- Regular safeguarding meetings with HV
- Midwives have weekly surgery on site
- Yr 1 + 2 flu vaccs done in schools (6 sites)

Vulnerable people

- Small numbers – 19 on LD list
- Patients with learning disabilities have an excellent record of attendance for review
- Relationships are managed by Assistant Practice Manager, who has built up trust and confidence
- Proactive arrangement of interpreters
- Registration protocol takes account of needs of homeless people or people who cannot read

People with poor mental health

- Actively increasing prevalence for dementia and depression, to improve care
- Links with dementia support worker
- Free and private talking therapies available on site
- Particular focus on needs of young people with poor mental health – links with school
- Extended appointments with GPs

Challenges & improvements

- Meeting patient expectations
- Lack of transport & home care
- Split between 2 local authorities
- Improving communications with patients
- Formalised clinical audit process
- More proactive approach to self-care

Safeguarding

- Safeguarding Vulnerable Adults lead:
Dr Tim Sephton
- Safeguarding Children lead: Dr Sandra Fenn
- All documentation and contacts held electronically and in hard copy where all staff can find them easily
- MCA guidelines in hard copy in every GP room
- Involvement with MDT safe guarding meetings

Patient engagement

- PPG is virtual and face to face
- Reasonably representative of population
- Patient feedback encouraged: FFT, complaints, suggestions, comments on website
- Key areas of concern from patients:
 - Communication with patients
 - Access to appointments
 - Accuracy/reducing errors

Complaints

- 27 complaints during 2015, 9 upheld
 - 2 breaches of confidentiality
 - 2 overlooked referrals
 - 1 results not followed up
 - 2 excessive private fees
 - 1 perceived rudeness
 - 1 delay in dispensary
- Complaints about clinical diagnoses all followed through and care found to have been appropriate

Significant Events

- 19 significant events discussed in 2015
 - 5 clinical
 - 3 were also patient complaints
- Duty of Candour adopted and test applied to all recent SEs
- Case study – reported under Duty of Candour

Compliments

Many received from bereaved families

“kindness shown and care given over many years”

“you were all wonderful, caring and professional”

“knowing you were there for us made all the difference, you were brilliant”

“cannot thank you enough for your care, support, understanding and kindness”

Training & education

- All staff have annual appraisals based on competency framework
- GPs have financial assistance and 5 study days a year
- Other staff access training as required
- Example of benefit – CPR training saves lives

Dispensary

- One of the largest dispensaries in England
- 20,000 items dispensed each month, average of 6 errors recorded each month
- Safe, auditable & timely system in place for GPs to review medication queries
- Excellent market intelligence about drug shortages
- Dispensing Technician to carry out simple reviews
- Scheduled and ad hoc home deliveries

We are most proud of...

- Our fabulous building
- Bringing services to the patient as part of a rural community
- Our fantastic team, clinical and non-clinical
- Our duty doctor / triage system
- The trust that our patients have in us: 99% of patients have confidence in our GPs