

DR HARBIDGE & PARTNERS KIDSGROVE



Patients
Participation
Group

Patients Participation Group Newsletter

Issue 4
July 2017

At the June PPG meeting -

there were some concerns expressed about

- * The availability of appointments with GP's
- * Long telephone answering times
- * Reception staff asking for the reason for the visit

Although the practice is temporarily understaffed it was suggested that more use could be made of the online services; where patients can book appointments or order repeat prescriptions.

The service is available online at www.kidsgrovemedicalcentre.co.uk. There is a simple registration process.

It was agreed that appointments are more readily available if patients are flexible about the doctor seen.

Now that patients records are online any of the doctors are able to access patients notes and previous history.

New "cancellation line" signs of being a positive move forwards.

Missed Appointments	Doctors	Nurses	Total
June 2017 *	24	35	59
May 2017	49	32	81
April 2017	35	36	71
March 2017	34	41	75
February 2017	30	27	57
January 2017	30	42	72

* Since the new cancellation telephone option has been active the number of doctors appointments missed without cancellation has dropped significantly.

It was explained that telephone reception staff are trying to direct the patient to the most appropriate nurse or doctor when they ask for the reason for an appointment. This is an optional question and can be declined.

The recent 'Cake Day' at the surgery on 15th June raising money for the Alzheimer's Society was well supported by some of the local care homes (Ravenswood, Lawton Manor, Goldenhill Nursing Home and Maple Tree Court) and the staff in the surgery - £160 was raised.

Contacts

Dr Harbidge & Partners, Kidsgrove Medical Centre
Mount Road , Kidsgrove, Staffordshire ST7 4AY

Join the PPG today

If you would like to join the Patient Participation Group, please contact the surgery or email the address below:-

PPG Email :
ppgkidsgrove@gmail.com

Next PPG Meeting

Wednesday 23rd August 2017
6.00pm - 7.30pm at the surgery

National GP News

GP crisis

GPonline warned in November that 5m patients in England could be forced to look for a new practice because one in 10 GPs said their practice was at risk of being forced to close over the coming year.

The BMA’s Urgent Prescription for General Practice At the centre of the BMA’s drive to address the problems facing general practice has been the **Urgent Prescription for General Practice** campaign. The key asks for the campaign are:

- ◆ Safe, manageable workload
- ◆ More time with patients
- ◆ Increased practice funding
- ◆ More staff to support GPs
- ◆ Less box ticking

Data on GP practice populations released by NHS Digital in January list just 7,532 GP practices - down 181 from the total a year earlier in January 2016.

Part of the drop in GP practice numbers in the NHS Digital data is likely to be driven by mergers, which could mean that some of the practice locations no longer listed in official figures remain open, but under the wing of a larger group.

However, BMA leaders have warned that closures are at 'record levels' and the latest figures suggest that the trend is not slowing down as GPs wait for government pledges of investment through the *GP Forward View* to take effect.



Kidsgrove PPG notes

Electronic prescribing

The introduction of electronic prescribing has proved to be popular with both doctors and patients.

There have however been some concerns expressed regarding increases in the volume of drugs and medicines prescribed.

It was agreed that the PPG should invite a local pharmacist to a future PPG meeting to clarify those concerns and provide an overview of the services that can be offered.

National & local issues

Supported by N.A.P.P. and other local PPG’s the group will work together to make progress with the issues identified:-

National awareness days

Patients Surveys to identify areas of concern

Local Health services Directory & support groups

Voluntary surgery support— e.g. Flu days

When is the surgery open?

Day	Surgery Open	Phone lines and appointment open
Monday	07.00 - 18.00	08.30 - 18.00
Tuesday	07.00 - 18.00	08.30- 18.00
Wednesday	07.00 - 19.30	08.30 - 18.00
Thursday	08.00 - 13.00	08.30 - 13.00
Friday	08.00 - 18.00	08.30 - 18.00