

# DR HARBIDGE & PARTNERS KIDSGROVE



Patients  
Participation  
Group

## Patients Participation Group Newsletter

### PPG News

#### Funding Update

At the last PPG meeting Dr. Harbidge gave a presentation about the funding of the practice and its complexity. The basic payment per patient, per annum of £85.35, varies depending on the surgery's location. At the moment there are approximately 9,400 registered patients.



There are other income streams based on performance relating to the management and control of critical illnesses and the provision of enhanced services.

As with any other business there are the normal costs



**North Staffs Carers Information Officer, Julie Hammersley, and volunteer, Janet Howe, offer advice to patients during the recent Flu jab days.**

Many people support others but do not recognise that they themselves are "carers" and need respite or help occasionally.

Whether you are caring for a relative, friend or neighbour help is available from **North Staffs Carers**. Telephone 01782 793100

#### Funding continued

of staffing, pensions, insurances. In addition the practice has to pay for expensive indemnity fees and equipment costs, out of hours provision, inspection fees plus a prescribing budget that can be difficult to manage.

Many people are not aware that there are also charges to the practice for each patient that visits the A & E department at the hospital.

To improve services in the future the surgery has invested in a new display and booking in system; a phone system to route callers to the most appropriate staff; and an additional Nurse Practitioner who will start in November 2017.

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

**PPG Email :**  
[ppgkidsgrove@gmail.com](mailto:ppgkidsgrove@gmail.com)

#### Next PPG Meeting

**Wednesday 6th December 2017**  
**6.00pm - 7.30pm at Sandyford Fire Station Community room.**

#### Contacts

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

Telephone: 01782 831 101 111



### Do it Online

Many of the practices 9400 patients have not registered for the Online Services that are available. You are now able to book appointments and request repeat medication online using the surgery Patient Access online system from home, work or mobile. Easy access and simple to use.

### Obtaining Your Registration Information

Come to the Surgery in person with photo ID and ask the receptionist for details of how to register for Patient Access. You will be given a letter with your own unique registration details then follow the simple instructions below.

### First time use of Patient Access online

Click on <https://patient.emisaccess.co.uk/Register> follow the log-on instructions.

- You will be asked to create an account.
- You will be prompted for your personal login details, which will be on your registration letter, previously obtained from the surgery.



You can then register and use our online services:

- Make or cancel an appointment
- Order your repeat prescriptions
- Let us know if your details have changed

Choice of chemist! You can choose which chemist you would like to collect your prescription from. If you need any assistance ask at the reception desk.

## Appointments missed each month?

### No. of patients who did not attend

Missed Appointments	Doctors	Nurses	Total
August 2017	30	37	67
July 2017	31	36	67
June 2017	24	35	59
May 2017	49	32	81
April 2017	35	36	71
March 2017	34	41	75

Patricia Russell, Practice Manager, commented that the cancellation system is making a real difference, without it our missed appointments would have been higher. The winter months will be a test for this new telephone option.

### How did we do on Flu Day?

Over the 2 flu jab days in September and October 1068 patients received the flu jab. To date 1622 flu jabs have been given by the practice and a further 257 provided by other providers. Quite a few elderly patients enquired about a Shingles vaccine which is available to those over 70 to 79 with some exceptions for those aged 75+, 76 and 77. To find out if you are eligible please contact the surgery reception.



### Information about Care Navigation

At the moment, 55 of the 77 Stoke-on-Trent and North Staffordshire practices are participating in the Care Navigation project.

Sometimes having an appointment with a GP isn't the best option it might be quicker and easier for you to have an appointment with someone else at the surgery

Once fully trained, when patients contact the practice, the receptionist will identify what their need is. They will then be able to refer to information about other services that are available, either in the practice, other NHS providers or the wider care and support sector. In order to carry out this role the receptionists will have access to up-to-date web based information about local services in the health and care system.

If the public don't want to answer the questions which the receptionists ask, they are not obliged to do so.

More information about the progress of this initiative will be provided in the next PPG news letter.