

DR HARBIDGE & PARTNERS KIDSGROVE



Patients
Participation
Group

Patients Participation Group Newsletter

Issue 2
March 2017

At the 2nd PPG meeting the group identified some of the main issues facing patients and practice staff.

It was agreed that better communication could improve the services offered.

As a start some background information that may help is included in this issue.



Stephanie Cartledge (Practice Matron), Ronald Fletcher-Jones (Patient Representative) and Mags Swindles (Clinical Nursing Assistant) at the

Join the PPG today

Your chance to be heard.

Opportunities to improve the services you need.

If you would like to join the Patient Participation Group, please visit

www.kidsgrovemedicalcentre.co.uk/ppg and complete the sign up form or download it and send it to the surgery or the temporary PPG email address below

Temporary PPG Email :
Stephanie.cartledge@nhs.net

Next Meeting

Wednesday 27th April 2017
6.00pm - 7.30pm at the surgery



- What is the size and scope of the practice?
- When is the surgery open?
- How are appointments allocated?
- How many appointments are missed?
- How to cancel an appointment.
- Links with other PPG's
- PPG Newsletter

Patients Survey

Electronic Prescriptions

Local Health services Directory & support groups

Voluntary surgery

Work in progress

The following topics were identified for discussion at future meetings

Activity Plan

Constitution

N.A.P.P. Affiliation

Diabetes Week

Message in a bottle?

Contacts

Dr Harbidge & Partners

Kidsgrove Medical Centre
Mount Road
Kidsgrove, Staffordshire
ST7 4AY

Telephone:
01782 831 101

The scope and size of the Practice

The Dr. Harbidge and Partners Practice currently has 9325 patients and 6 care homes registered.

The team caring for this population comprises 4 doctors, 1 nurse practitioner, 3 practice nurses, 1 clinical nurse assistant and a health care assistant, a Practice Matron, Practice Manager, administrative staff including receptionists.

The doctors and nursing team plus attached staff provide the follow-

ing:

- Asthma Management
- Cervical Cytology (smear)
- Child Development including immunisations
- Diabetes Management
- Family Planning
- Influenza Vaccination
- Stress Management
- Stopping Smoking
- Travel Immunisations
- Well Person Screening
- Help with Weight Reduction

- Hypertension Clinic
- Ischaemic Heart Disease Clinic
- Antenatal and Postnatal Care
- Cervical Smears



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

*Please note

From April 2017 the practice will be open on a Thursday afternoon.



Appointments System

The appointment system is monitored regularly as demand can rise in the winter months and during Bank Holidays.

GP appointments are allocated between emergency, same day or 2 week appointments.

Doctors' holidays are included and can reduce the number of appointments available overall.

Doctors also have telephone appointment slots each morning,

Debbie, our Nurse Practitioner, holds sessions am & pm for same

day appointments and Triages Home Visit requests.

Steph (Practice Matron) visits patients in the 6 Care homes weekly and as necessary and also visits vulnerable or housebound patients at home.

Information passed to the receptionist when making your appointment can help the GP or nurse to prescribe the best treatment.

How many appointments are missed each month?

Each month appointments are missed but not cancelled by patients.

This means that these appointments are lost and cannot be reallocated to others patients.

Patients who do not attend will receive a letter from the practice. The Sisters will contact the patient directly to enquire why they did not attend. If an emergency appointment is missed the Practice Manag-

No. of patients who did not attend

Missed Appoint-	Doctors	Nurses	Total
February 2017	30	27	57
January 2017	30	42	72
December 2016	40	57	97
November 2016	42	60	102

How to cancel your appointment

If you find that you do not need to see the doctor or that you cannot attend at the time booked it is important that you cancel the appointment as soon as possible by telephoning reception.

Although the Surgery does not officially open until 8.30am the tele-

phone will be answered from 8.00 for cancellations and requests for emergency home calls.

The caller has to wait for the recorded message to finish then the call will be forwarded to staff who will take the cancellation details.

Please note—There will soon be a

new dedicated line to cancel appointments. Details will be published on the notice board as soon as it is available.

A Text Message can be requested by a patient as a reminder of an appointment. If this is requested it is important that details of mobile telephone numbers are kept up to date on patients records.

Links with other PPG's

A member of the Kidsgrove PPG attended the Newcastle North Locality meeting in January 2017.

The other PPG 's in the area are at different stages of development but offered their support to the newly formed Kidsgrove PPG.

It is an opportunity to share good practice and tackle com-



PPG Newsletter

As the PPG Newsletter develops it will be a good way of communicating change and developments in the services offered.