

LIMEFIELD SURGERY
293-295 PRESTON NEW ROAD
BLACKBURN
LANCS
BB2 6PL
TELEPHONE 01254 617630

HEALTHWATCH ENTER AND VIEW REPORT

RECOMMENDATIONS/RESPONSES

RECOMMENDATION 1

To continue to offer and promote online services:

We have been registering patients on-line for repeat prescriptions and appointment bookings and as you can see from the figure below this figure has increased since the visit in November 2017.

New patients are being advised to register for on line services at their new patient health check. The service is also advertised in the waiting room and on the practice website. We are also now picking up patients that did have the pharmacist ordering their medications on their behalf, this service has now ceased (unless the patient is housebound, disabled, elderly or at the GP discretion) as per BwD Clinical Commissioning Group recommendations. We are expecting patient numbers registering for on-line access to increase following this change to services.

See below:

Report taken from Emis 19.3.2018

Patient Access Audit Report

"Population Count", "Males", "Females",
"9738", "4509", "5229",

"" , "Organisation Name", "Limefield Surgery",

"" , "Organisation Code", "P81214",

"Search", "", "",

"1 Current Population", "", "4116",

"2 Patient Access - LIVE (Previously Active)", "", "731", 18%

"2a Patients who can manage appointments", "", "728", 99%

"2b Patients who can manage prescriptions", "", "727", 99%

"2c Patients who can update contact details", "", "669", 92%

RECOMMENDATION 2

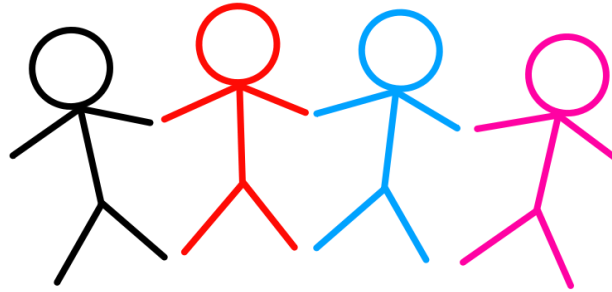
To encourage patients to get involved with the patient participation group:

We have changed our poster and displayed it on the notice board and in the waiting room.

On the 14th March 2018 we had a member of the group attend the surgery to discuss with patients what the group was about, how they could become involved and what changes they could recommend.

There was interest from 3 patients and they are going to contact the group member to discuss this further.

See below:



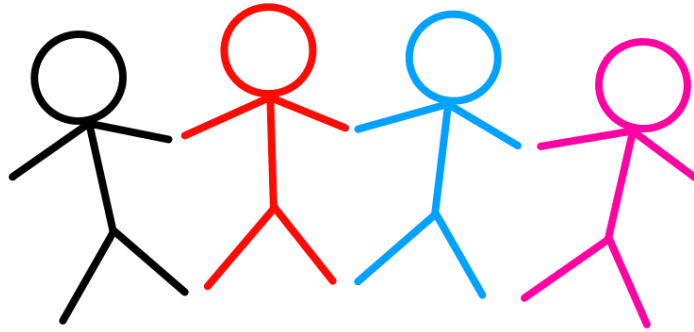
LIMEFIELD SURGERY

PATIENT PARTICIPATION GROUP

WOULD YOU LIKE TO JOIN OUR GROUP??

PLEASE LEAVE YOUR DETAILS AND EMAIL ADDRESS IF POSSIBLE WITH RECEPTION AND WE CAN GET ONE OF OUR GROUP TO CONTACT YOU WITH FURTHER INFORMATION.

MANY THANKS
DR H BROWN



PATIENT PARTICIPATION GROUP (PPG)

WE WILL HAVE ONE OF OUR PPG REPRESENTATIVES AT LIMEFIELD SURGERY ON WEDNESDAY 14th MARCH 2018 TO TALK TO PATIENTS/CARERS REGARDING THE GROUP AND DISCUSS WHAT IS INVOLVED.

IF YOU WOULD LIKE TO MEET RICHARD TO SEE HOW YOU CAN CONTRIBUTE TO THE PPG AND MAKE A DIFFERENCE TO SERVICES PROVIDED BY THE PRACTICE PLEASE COME ALONG BETWEEN 10am AND 12 noon.

IF YOU WISH TO DISCUSS THIS WITH RICHARD PRIOR TO COMING ALONG PLEASE EMAIL HIM DIRECTLY AT:

richardreeveppg@gmail.com

RECOMMENDATION 3:

To increase awareness of complaints procedure:

We advertise the complaints procedure in the waiting room and on the website.

All staff are aware of the complaints procedure and how to deal with any complaints.

We have complaint forms that we request is completed by the complainant, these are then forwarded to a clinician and David Marsh (Complaints Manager).

A letter is sent to the patient/carer informing them that their complaint will be looked into with a date for a response.

RECOMMENDATION 4:

Staff to have Dementia Friends training:

2 staff members from the surgery have attended BwD Dementia training. Lynda Marsh and Janet Bowker Bull attended on the 19th February 2018 at Blackburn Library.

This training will be disseminated at a staff meeting.

There is also Dementia Awareness training on our Bluestream Training programme which staff will have access to in 2018.

RECOMMENDATION 5:

Regarding 111 patients that had left the practice since the CQC visit on the 21st June 2017.

This figure is probably due to the CQC visit and ratings that were published and also, the fact that we had our female partner retiring.

We do not have access to the reason why a patient has left the practice and cannot contact patients due to patient confidentiality to enquire why they have decided to leave the practice. We can only assume that it could be due to the reasons above for some patients.

RECOMMENDATION 6:

To provide numbers of patient with 'additional needs'.

Learning Disability register – 23 patients who have all had/will have a review 2017-2018

Mental Health register – 55 patients of which 51 have had a care plan documented in 2017 -2018

Dementia register – 44 patients of which 39 have had a face to face review 2017-2018

RECOMMENDATION 7:

Training courses provided to staff of disability awareness

Is available to all clinicians and staff on Bluestream Training. Due to staff shortages with long term sickness and bereavement, staff have not had time to access Bluestream training for disability awareness in 2017. Relevant staff will be completing this in 2018.

RECOMMENDATION 8:

Staff working at the time of Enter and View visit

2 Doctors - Dr Brown and Dr Calow
1 ANP - Denise Haworth
1 P/Nurse - Emma Di-Francesco
1 Assistant Practice Manager - David Marsh
2 Receptionist - Carley Greenhalgh & Tasleem Mirza
1 Admin - Rabya Leli

RECOMMENDATION 9:

Representatives could hear conversations between doctor and patient in the disabled toilet.

All clinicians have been advised of this recommendation and will take action accordingly.

We cannot provide sound proofing to the toilet due to costs; also the practice will be moving into purpose built new build in approx. 18-24 months if plans submitted go ahead.

RECOMMENDATION 10:

Display the most current CQC report

Just had excellent news that our CQC rating has been changed to good for all services. The CQC report is proudly on display.

RECOMMENDATION 11:

Provide a large coloured clock in the waiting area

Large coloured clock in waiting room has been the last thing on my mind sorry due to staff shortages, covering reception/admin. Hopefully this will ease when the 3 (out of 7) staff members on sickness leave return. I will leave myself a note to purchase a clock.

Completed by Lynda Marsh, Practice Manager
19th March 2018 and updated 13th April 2018