The Bellingham Practice

Patient Participation Group Report

March 2015

As a group we have over the last 12 months worked on further developing our previous action plans as well as developing this years action plan

The group represents a cross section of the practice population (eg young mums, carers, and patients with long term conditions). There is a good span of age and both sexes are represented. Because of the rurality of the practice and experience from previous years we planned to meet twice a year, but to also communicate via email. If the need arises then we would meet more often. We hope to continue with the “virtual” patient group who are contacted via email for comments. As new members of the group join we are mindful to ensure that there is still a good and fair representation from the practice population.

We have a poster in reception and contact detail sheets in reception asking people for their details if they would like to be involved in the patient participation group. If patients come to us with an observation or comment then we would invite them to join the group.

Minutes of meetings held in the last 12 months are available as a link from the website.

We have gathered feedback from members of patient participation group and hope that any patients that is thinking of joining the group will be encouraged to do so.

Action plan progress

From previous action plans

Promote the online booking of appointments.

We constantly encourage patients to use the website for the ordering of prescriptions, book or cancel a doctors appointment and latterly access to their medical record. Aspects of this have been promoted within the practice and in newsletters throughout the year. The number of patients booking and cancelling their doctors appointments on line is ever increasing and we will be encouraging these patients to sign up to have access to their medical records.

Look into a stop smoking support group.

We haven’t been able to develop this but have put together an information leaflet for patients, that has been developed in conjunction with the patient participation group, so that patients can access support to stop smoking from pharmacies in the area.

Throughout the year suggestions either from our Patient Participation Group or from our suggestion box have been looked at by the practice.

* Can we have Wifi access in waiting room? Because of the security issues relating to keep patient data safe and in line with information governance concerns it hasn’t been possible for us to provide this.
* Can we have onformation on doctors in the waiting room? There is and has been a lot of information available in the practice waiting room, on the website and in the practice brochure. We also make sure that as staff leave and new staff arrive we update our information. This information would also included in our practice newsletter.
* Can we have parent and child parking spaces? We plan to change the signage so the disabled parking spaces can also be used by visitors to the practice with small children.
* If the surgery is open at 7.30 am on a Monday why are there no staff there answering the telephone? There are reception staff on duty from 7.30am and as the early appointments are pre booked, this time is protected for admin staff to sort out of hours and prescription requests from over the weekend. This is valuable time as Mondays are always very busy.
* Why cant we book nursing appointments online? We have not activated this facility as nurse appointments vary very much in length depending on what it is for. Some procedures require a half hour appointment and some just ten minutes, so it would be difficult to manage this if patients booked a slot for an inappropriate length of time.

**GENERAL USEFUL INFORMATION- keeping patients up to date**

**Continuity of Care**

To make it easier for patients to see the same doctor for appointments, the surgery rota has been planned so that the doctors will normally work the same days each week. This information is publicised on our website and in the waiting room.

Dr Loren Blissett Monday, Tuesday & Thursday

Dr Gray Tuesday , Wednesday Friday

Dr Sewart Monday, Wednesday, Thursday & Friday

Registrar Usually work Monday, Tuesday, Thursday, Friday, however we don’t have one currently.

From time to time there will be changes to this working pattern when one of the doctors is on holiday or study leave.

**Appointments at Bellingham**

We operate an appointment system at Bellingham – appointments can be booked by either telephoning between the hours of 8.30am – 6.00pm, by calling at reception or booking online.

The GP surgeries take place at the following times-:

Monday 7.30 am-11.00am 3.30pm - 5.15pm

Tuesday 8.30am-11.45am 3.30pm - 5.15pm

Wednesday 8.30am-10.45am 2.45pm – 5.15pm

Thursday 8.30am-12.15 4.00pm – 7.00pm

Friday 7.30am-11.15am 3.15pm – 4.45pm

Appointments with the nurses & healthcare assistants are available from 8.30am Monday – Friday. We do not listed times in this handbook as some slots are allocated to specific specialist clinics and appointments for blood samples need to be before 3pm as this is when the samples are collected by the pathology laboratory courier. Our receptionists advise patients of the most appropriate appointment booking with the nursing/healthcare assistant team. They can book a GP appointment from our website once they have requested a user name and password from the practice.

A guide as to how long appointment should be booked for is also published

Routine appointment 15 mins

Medication review 15 mins

New patient check 20 mins

Cervical smear 30 mins

Well person check 30 mins

HGV Medical or similar 30 mins

Post natal check and baby’s 6 week check 30 mins

Smoking cessation 20 mins

Ear syringing 30 mins

**Extended Access**

Extended access pre- booked appointments on the following days:

Monday 7.30 & 7.45 am Dr L Blissett

Thursday 6.30 – 7.00 pm Dr Sewart

 Friday 7.30 & 7.45 am Dr A Gray

These pre-bookable appointments are useful for:

* Those who commute
* Those who find it difficult to take time out during the day to come to the surgery for non-urgent problems
* Those who would like to accompany relatives to routine appointments.