



FIELD HOUSE MEDICAL GROUP

ANNUAL REPORT

APRIL 2014 – MARCH 2015

Welcome to the Field House Medical Group Annual Report April 2014 – March 2015

Staff Changes

There have been very few changes in staffing over the last twelve months. Nurse Ann has retired from general practice but may cover the odd family planning session to help us out. We were also sorry to lose practice nurse Natasha who was successful in applying for midwifery training. She again will be doing some triage sessions for us over the next year to keep up her registration. We also lost some staff in reception. Kerry left us to start the nursing degree and Sam is also doing the nursing degree but continues to work for us as this is part of an initiative with the Open University where we can support existing staff to undertake nurse training.

Care Quality Commission

We are registered and believe are compliant with the requirements of the CQC and are expecting an inspection visit sometime in the next nine months

Training

We continue on our training programme, however due to fewer GP registrars in the GP training programme, in this area, over the last year we have not always had a GP registrar this year and that is likely to continue. We have offered two of our apprentices' part time work in reception and administration to support their continued development.

Patient Involvement and Feedback

At the request of our PPG we now have a suggestion box available and we have introduced the national friends and family test. Initial comments have been useful with some constructive suggestions. We will be introducing a PPG specific noticeboard to highlight and try and recruit as well as giving feedback on the friends and family test survey

GP Revalidation

The GPs who were not in the first wave continue to take part in this and all have an annual appraisal. Two of our GPs now undertake appraisals for GPs across North East Lincolnshire

Services

North East Lincolnshire Clinical Commissioning Group is currently reviewing services provided in primary care with a view to try and standardise services across practices to the same level as ours. This is still at an early stage so we do not know the impact as yet.

Vaccination Campaigns

The flu campaign continued and was successful again despite some of the adverse publicity about the vaccine strains. New childhood vaccinations were brought in such as Meningitis C catch up and changes to the schedule, Pertussis for pregnant ladies and rotavirus for all new born babies. Finally the shingles vaccination was extended for those aged 70 and 78- 79 and will be extended when more vaccine becomes available.

Appointments System

We have made no changes over the last year and continue to monitor our appointments system. This seems to be working quite well apart from main holiday periods where availability of staff is limited. We will continue to review our systems to see if we can make any further improvements and offer more appointments in high demand times.

We continue to offer a number of appointments outside normal hours with a doctor or nurse with early morning on a Monday from 7.00am and late evening on a Tuesday until 8.00pm. These have proved to be popular particularly with those who find it difficult to attend due to their work commitments. We were one of a group of practices who submitted a bid to that appointments are available across the patients for these practices on a Monday-Friday 6.30-8.00pm on both a pre-booked and urgent on the day basis. We also planned for a Saturday morning service. This will not mean the same staff working seven days but existing staff providing a service across the whole week but across a larger population. This bid was unsuccessful but discussions with the North East Lincolnshire Clinical Commissioning Group is on-going about alternative ways to fund and provide the extension in opening hours.

Complaints

We have received 16 formal complaints over the last year. The practice will always look at these as a valuable source of learning and where mistakes have been made we will apologise and make changes to the way individuals and the team work. Most complaints centred around communications, attitude, delays and treatment.

External Changes

The NHS has been at the centre of political focus over the last year with finance and resources under great strain and lengthening waits for operations, A&E attendances and other particular specialties. This has impacted on the practice as there has been a threat over reduction in funding which makes decisions on service development difficult to make whilst these changes are introduced and their impact known

Information Technology

Our district nursing team have started to pilot mobile technology by using computer technology to access records and take photographs of wounds and these being shared with a specialist team for advice on treatment. This should hopefully lead to efficiencies, better communication and a higher standard of treatment

The practice introduced electronic access to medical records from 1st March 2015; we already provided access to repeat prescription, appointment booking and secure messages through electronic means. We have opened this up so patients can see their blood and other test results as well as the last twelve months clinical letters. We have introduced an

additional process to register for this to ensure it is safe and secure. We will be able to report on any issues from this in the next year's report

Summary

Despite the increasing workload and rising needs of our patients we continue to focus on delivering quality care in an accessible way as possible, using the limited resources available in the most efficient way possible.

We will continue to look at the opportunities to develop the services we deliver in the most accessible way possible with the resources of people, equipment and time we have available.

A summary of a study detailed below shows the increased pressures that general practice are under despite a fall in its percentage of total resources within the NHS.

A large-scale study on GP workload, commissioned by BMA Northern Ireland GPs committee, with its health department and the Health and Social Care Board.

This seminal study draws upon robust analysis of data extracted from the clinical IT systems of 45 GP practices over an 11-year period, and covered in excess of 250,000 patients.

The results exposed the staggering increase in workload from 2003/4 to 2013/14 in which the:

- Total numbers of consultations in GP surgeries increased by 63 per cent
- Number of acute prescriptions increased by 28 per cent highlighting the greater management of acute illness in general practice
- Number of repeat prescriptions issued increased by 42 per cent, in keeping with the escalating management of long-term conditions
- Number of test results dealt with by practices increased by 217 per cent, representing the increased management of patients out of hospital
- Administrative tasks increased by 115 per cent per cent, adding to the bureaucratic burden on GPs and staff.