



# **FIELD HOUSE MEDICAL GROUP**

## **ANNUAL REPORT**

**APRIL 2013 – MARCH 2014**

# Welcome to the Field House Medical Group Annual Report for April 2013 – March 2014

## Staff Changes

We have had three new nurses join us, Diana, Christine and Jane . Dr Allamsetty left us to move to another practice and we were pleased to recruit Dr Helen Beckett, who joined us having recently completed her GP training. We believe they have all settled in and support the whole team in providing high quality accessible services

## 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 twelve months

## Training

The practice continues to develop its training capacity and now provides training for, trainee doctors and GPs, Hull York Medical School students, student nurses and a number of apprentices. It also continues to focus on developing its own staff to keep up to date with on-going changes and improve the service we aim to deliver. We received accreditation as a research practice and a number of our nurses have extended their skills to provide a broad range of services.

## Patient Involvement and Feedback

In September 2013 we asked the Patient Participation Group what they would like us to look at as a follow on to our 2011 survey. The agreed survey was to focus on e prescribing and the health pod. This was carried out in March 2014 and some of our members helped us with the survey. The results are published on our website

## 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

We continue to focus on developing our one stop approach. Thus reducing the number of attendances patients with multiple problems need to make as we support them to manage their health problems.

As part of the national innovation network we have managed to obtain a self-service “health pod”, this is to help empower patients to take ownership of some of their health problems such as raised blood pressure. It should also help with some of the basic measurements and

questions thus releasing the doctors and nurses to spend more time with patients discussing, advising and agreeing with them regarding any actions that need to be taken

## Vaccination Campaigns

We continued to support the flu vaccination season not only for our own patients and this year young children, but also providing these for a number of local organisations as follows NAVIGO (mental health), Care Plus (community nursing and adult social care) and care home staff. We have supported the changes to childhood immunisations and the introduction of pertussis for pregnant ladies, as well as the MMR catch up for those children who missed their vaccinations. Finally the shingles vaccination was introduced for those aged 70 and 79 and will be extended when more vaccine becomes available.

## Appointments System

In December 2011 we changed our appointments system following patient feedback to move away from book on the day to mainly pre-bookable but with a number of urgent on the day slots available through our nurse triage. After reviewing the activity we have amended this slightly to offer more on the day appointments for Monday as that is our busiest day for appointment requests. This seems to be working quite well apart from main holiday periods where availability of staff is limited. We will continue to look at this to see if we can make any further improvements.

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. There has been some discussion about groups of practices coming together at weekends to provide some appointments in line with the government's aim to extend the availability. This is still being looked at as locally and a bid has been put forward around a seven day service. This will not mean the same staff working seven days but additional staff providing a service across the weekend period, if it proceeds, as locally there is a shortage of clinical staff and work is taking place to promote the area to aid recruitment.

## Complaints

We have received 23 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 is under increasing scrutiny around quality and accessibility and financial restrictions. A local review of NHs services called Health Lives, Healthy Futures has taken place and the recommendations for that will be published in the summer. We will continue to support access to local high quality services within the resources available as we see it is essential for the care of the residents of North East Lincolnshire and the nearby Lincolnshire coast.

## Information Technology

We introduced e-prescriptions in November 2013 as part of the national drive to provide more services electronically. There were a few problems to begin with as some pharmacies were not prepared to receive these and some individuals had forgotten that they had signed up for a specific pharmacy to receive theirs many months ago. Staff both clinical and reception also had to become familiar with the process and the most efficient and effective way to provide this service. We now believe this system is working reasonably well most of the time and reduces the need for patients/carers/family to collect the prescriptions and wait at the pharmacy.

We are looking at the options around the use of tele-health working with our local clinical commissioning group and their provider Tunstalls. We are trying to identify those patients who may benefit from this development, where equipment is placed in a patients home and they undertake a number of daily measurements which are monitored and passed through to the practice for any relevant action.

Our district nursing team are also looking to pilot mobile technology by using computer technology to access records and take photographs of wounds.

## 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.**