

# LOW MOOR MEDICAL PRACTICE

## PATIENT PARTICIPATION GROUP

### NEWSLETTER

July 2018

Hello everyone. What a pleasure it is to once again be able to enjoy a good old fashioned English summer. How well I recall my school days when there was no air conditioning in the classroom and from Easter until July we worked outside – no WiFi required!!

The NHS 2017 Survey results were the subject of discussion at a recent meeting. The top three areas where we were better than the Bradford average and the National average: -

1. Ease of getting through to Surgery by phone
2. Recommend the Surgery to someone new
3. Ease of making an appointment

Those areas where we were worse than the Bradford average and the National average: -

1. Waiting for 15 minutes or less after the booked appointment time
2. The last GP they saw was good at treating them with care and concern
3. The last nurse they saw was good at treating them with care and concern.

These three areas have been addressed by the Practice Manager. The last two items should improve in the 2018 Survey. However, it is not always practical for doctors to adhere to the 10-minute consultation time allocated to their appointments. When patients book in on arrival the Surgery the GP is aware that they are waiting and will do their utmost to prevent patients waiting longer than necessary.

Whilst on the subject of appointments it is disappointing to note that in June 118 appointments were not attended. This equates to more than 30 hours of clinicians' time was

not properly utilised. More importantly 118 patients who required an appointment were either turned away or delayed. **My request is that if patients cannot attend a booked appointment then they should notify the Surgery as soon as possible so that the appointment can be reallocated to a waiting patient with a greater need.**

**On-line and SMS Services** We are looking to increase the number of patients using our on-line services. This service allows a patient to access a number of our services at their convenience. Registration for SMS services allows us to confirm appointments and send reminders before the appointment time. Also, it allows us to send you appropriate messages. I apologise on behalf of the Practice to those patients who received multiple flu reminder messages in the Autumn of 2017. This was due to a technical problem with our computer system and this has now been resolved. We hope that those of you who terminated the service due to this problem will now allow us to reinstate you.

**Open Day 23<sup>rd</sup> June 2018**



To contact the Patient Participation Group or the Health Champions for any reason please send an email to [patientparticipation.group@nhs.net](mailto:patientparticipation.group@nhs.net)

Please note this is a manned service and all messages will be answered within 24 hours.

Our Open Day had mixed response. Fewer numbers of patients turned up than expected. However, those patients who did call in to see us all had a genuine reason for doing so, and for them it was a very worthwhile exercise. It is our intention to have an annual event in the future to build on this year's experience. We are also going to have a presence at a number of local events throughout the year.



## Health Champions

A weekly social meeting is to be started in September 2018 at the Harold Club. Tea and coffee will be served, and we will be holding a number of craft activities such as card making, knit and natter, painting and a variety of other activities. There will be a small charge for this facility but only to cover our costs.

Full details will be advertised in the Surgery and by SMS to those people who are registered for this service.

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## Social Media – Facebook

With effect from the 1<sup>st</sup> September the Practice will have a Facebook site. This will be used to provide information to our patients. It will not be open for patients or members of the public to respond to us.

The site will be used to provide information to our patients and make them aware of forthcoming activities.

Our site manager is Chris Wainman and our video and media manager is Joe Standing.

We will keep you notified of topics of interest.

Anyone wishing to contact us should continue to do so via our chairman at [patientparticipation.group@nhs.net](mailto:patientparticipation.group@nhs.net)

## Breathe Easy Group

We are still progressing with this essential service for Bradford. The service is in high demand and we need to set up a Group as quickly as possible. We are currently seeking a BLF (British Lung Foundation) qualified exercise instructor who works in this area and who can provide the services we require at a reasonable cost (bearing in mind that the Group will receive no financial support from anyone other than its members).

## CHAIRMAN'S FINAL WINGE

The Patient Participation Group is a voluntary group working for the benefit of patients in the Low Moor Medical Practice.

**If we can improve – TELL US.**

**If we are getting it wrong – TELL US.**

**We will try to do what YOU ask us to do!**

**At the end of the day, we are all patients!!**