



CHESTERFIELD MEDICAL PARTNERSHIP

PATIENTS GROUP

NEWSLETTER – Summer 2014

CHAIRMAN'S INTRODUCTION

Hello again and welcome to this edition of the Patients Group (PPG) Newsletter. As I hope you will already be aware, we are a group of patients from our Practice who give our time, voluntarily, to meet regularly with the staff of ***Chesterfield Medical Partnership (CMP)***, to offer our views, opinions and recommendations on how the services we receive as patients can be improved and enhanced. Usually, our meetings are held every second Wednesday in the month at either Ashgate Manor or the Whittington Surgery. Hopefully this Newsletter will keep you informed of what we have been doing, what we have achieved and what we hope to further achieve in the future.

This Newsletter will not only give you information and advice but will also make requests of you as a patient, in the hope that you will support us in our ultimate aim of further improving the service we receive from CMP.

Chesterfield Medical Partnership is very well respected not only for its clinical excellence, but also by its standing within the North East Derbyshire Clinical Commissioning Group. We hold prestigious positions within the wider NHS structure, in that our PPG is represented and holds the Chair of the Chesterfield Locality PPG Network Group and has recently been appointed as the Chesterfield Lay Representative on the Primary Care Development Group.

Gary McGrogan – Chair



Ashgate Manor

ASHGATE MANOR

It is now 9 months since we moved into our wonderful and prestigious new building and we hope you will all agree that it is a huge improvement for us all, not only in its facilities but in the improvements in service we have now, ultimately, come to enjoy with this massive capital investment. As patients' representatives, we were fully involved and consulted during this process and we enjoyed many 'hard hat' visits during the construction period to see the layout of the new surgery and offered our comments and advice on how things could be 'tweaked' to improve the patients' experience.

Some of us were also fortunate to be part of a small team that deliberated on and approved the Landscape Artwork that is now very much a part of the Reception Area and we are delighted with the very positive comments and feedback that we have received about this.

During the first week of opening at Ashgate Manor, particularly the first two days, the Patients' Group volunteered to act as assistants to the staff, by showing patients to the required treatment/appointment room to ensure the clinicians time was maximised with the patient. This was welcomed and appreciated by all the patients we met during this period.

Occasionally, some of us still sit in Reception as 'mystery shoppers' to hear patients' comments and views and to monitor the service you receive and all our observations are fed back during our monthly meetings with CMP staff.

We accept that the first 6 months life of the new premises were difficult for everyone due to the new premises, new systems etc. This was compounded by the merger of Ashgate Medical Practice with the Whittington Medical Practice to become our new ***Chesterfield Medical Partnership (CMP)*** on the 1st April 2014. Around the date of the merger things were understandably chaotic, not least for the staff but for patients as well, but forbearance and understanding were required and this certainly paid off.

APPOINTMENTS

Getting a same day appointment when you ring at 0800 hours has always been one of the main issues which your Patients Group has strived to improve and we have made progress. With the sheer size of the merged practice we know we will not be able to please all of the patients all of the time and this has become obvious with some of the very negative views posted 'anonymously' on the NHS Choices website. These comments do not reflect the medical practice that we know and support.

As patients we feel these negative comments are unfair to the CMP and we would ask that if you have a problem, or complaint, regarding appointments etc. then please contact the Surgery first to try and get your problem resolved or write to the PPG through the CMP website and we will investigate this for you. We would also ask you to ensure that if you have had a good experience from CMP that you also post this on NHS Choices Website so that we have a fair and accurate balance of opinion.

The staff at CMP has worked tirelessly to try and improve the appointments system and we feel that our input, as patients, has now definitely improved this. 80% of all appointments available are now released for patients and the remainder are used by the daily 'on duty' Doctor to allow for their patients to be either seen or visited. If the GP 'on call' doesn't use these appointments for the 'on day' emergencies, the appointments are released throughout the duration of the day for patients to book into.

Below are some 'bullet point' general comments and advice on 'Appointments' that we, as patients, would give to you and would urge you to follow:

- Do try to register with CMP for 'on-line' appointments, this will be much easier for you to make non urgent appointments and have the Doctor of your choice.
- If you ring at 0800 hours for a same day appointment, you may not always be able to see the Doctor of your choice.
- If you are unable to get a same day appointment at 0800 please continue to check over the duration of the day for cancelled or released slots.
- We are vigorously trying to get a 'Minor Ailment Drop in Clinic' set up in the future and we will keep you informed in future Newsletters on the progress of this. (see item later in this Newsletter)

ACCESS TO THE SURGERY

Whilst not always satisfactory, we believe that the car parking facilities at Ashgate Manor are a big improvement on Avondale Road! Being close to the town centre they do occasionally get abused, but the staff at CMP has taken steps to improve this which are working. Please remember that if your appointment is before 10.00 hours or after 15.00 hours, you can park for free in the large car park just a bit further down Ashgate Road, providing you display the red disc supplied to you with your Chesterfield Borough Council Tax Bill.

The number 39 bus, which runs down Beetwell Street in the centre of Chesterfield, stops outside the surgery, coming from town. Going back into town the stop is on the other side of Ashgate Road at the end of Brockwell Lane (100 yds).



PATIENTS GROUP MONTHLY MEETINGS

Our meetings are held and managed to a strict set of ‘Ground Rules’ which set out how we must operate and our conduct at meetings. All items regarding staffing are discussed in the strictest confidence and on a ‘post’ basis rather than an individual basis.

Our meetings are usually divided into presentations by visiting bodies/experts, progress reports from CMP staff and updates on staffing issues. We always have a good attendance, particularly since the Patients’ Groups at Ashgate and Whittington merged very successfully. Whilst some of our members have retired since we started in 2011, we now have some excellent new members to make up our full compliment. However, we do have many ‘virtual members’ who follow what we do closely and there is always room for more ‘virtual members’.

We have learned a great deal from presentations we have received from other teams within the NHS and also voluntary organisations. Amongst these was a presentation from the NHS Medicines Management Team.

MEDICINES MANAGEMENT

This was an extremely interesting and enlightening presentation and made us as a group of patients realise just how much money is wasted in the NHS by unused drugs being prescribed and also over prescribing. The excellent Medicines Management Team saves the NHS a net fortune every year by advising both medical practices and patients on the correct use of medicines and the wastage within the NHS. Again, below, are some bullet point issues which we would ask you, as fellow patients, to take on board and help us help the NHS in reducing the waste in prescribed medication:

- Accept and welcome the fact that the name/manufacturer of the drug that you have been prescribed will change on repeat prescriptions, from time to time, to enable the NHS procure the most cost effective available drug. This will ALWAYS be the drug that you have been prescribed by your Doctor, but the competition available in the supplier of this drug will always result in variations of name/manufacturer etc.
- Only tick the box on your repeat prescription if you really need to re-order this medication. Do not hoard drugs.
- Do not order drugs you no longer take or don’t need any more
- Do not share drugs ordered with relatives/friends – this is a criminal offence.

In the coming months we will be receiving presentations from the following organisations and we will pass on any interesting information to you via the next Newsletter

- Derbyshire Health United (DHU) – Out of Hours Service 111. (We hope to be able to tour their facilities on the top floor of our Ashgate Manor building).
- North Derbyshire Voluntary Action – how this organisation can help co-ordinate voluntary care for individuals.
- The Tinnitus Support Group – counselling and support available for this illness.

APPOINTMENTS NOT ATTENDED

This is a worrying issue that the Patients Group has assisted and advised the CMP on and a proper agreed procedure on how to deal with this has now been agreed and implemented. It is not acceptable for appointments to be wasted when a large demand exists. Please do take a note of the following new procedures:

- If you cannot make an appointment, please cancel it with the surgery, even it's only an hour before, as it gives the staff time to re-allocate the appointment.
- Whilst CMP accept that occasionally innocent mistakes can happen when an appointment is missed, if you persistently fail to keep appointments you could be asked to leave CMP.

MINOR AILMENTS DROP IN CLINIC

This is an initiative put forward by the Patients Group to try and ease the 0800 hours rush for appointments and we are trying to attract funding from the NE Derbyshire Clinical Commissioning Group to set this up, initially on a trial basis. We will keep you informed of progress.

FINALLY!

Please do check out the CMP website on:

www.chesterfieldmedicalpartnership.co.uk which is full of useful information on all the services available to you and please do email us through the link on the website if you wish us to raise any items on your behalf.