

## CHESTERFIELD MEDICAL PARTNERSHIP

### **PATIENTS' GROUP - NEWSLETTER Winter/Spring 2016**



#### Access to Appointments

There continues to be a very high demand for G.P. and Nurse Practitioner appointments, a dilemma that is not only acute in Chesterfield but across England generally. The reasons for this Nationally may be briefly summarised as follows:

- The difficulties in recruiting G.P.s - due to this now being less of a chosen career path; a situation which is exacerbated by Government pressures to opening seven days a week plus extended weekday opening hours.
- There are fewer G.P. s in training, but those that are face an additional year to their curriculum.
- There is no additional Government funding.
- Ageing population with longer life expectancy.

Locally in Chesterfield and in particular to Chesterfield Medical Partnership (CMP), we have been and continue to be affected by:

- The retirement of four very experienced G.P.s over the last 5 years plus another G.P. who has resigned from partnership, but is continuing to work part time with some locum work.
- The recruitment of G.P.s locally is well below the national average as centres such as Sheffield and Derby are more popular than a small market town.
- The demise of the Holywell Practice has had a marked impact on most Chesterfield GP practices and CMP have had to take on over 1,000 extra patients without any increased resources or funding. NHS England will not allow us to *not* take these patients.

The Patients' Group receive regular feedback and updates from CMP and please be assured that everything that can be done is being done to make as many appointments as possible available and to prioritise urgent cases, within existing resources. To assist CMP manage this successfully we recommend patients to:

- not request a same day appointment if your need is not a priority.
- be flexible in the way that you receive treatment e.g. be prepared to see one of our very experienced Nurse Practitioners or nurses rather than a GP.
- do not ring at 08.00 - 09.00 hrs. for routine matters which can be dealt with quicker at a later time. 08.00 calls should only be for same day appointments or a triage call from the On Call Doctor for that day.
- for non urgent appointments use the online pre-bookable appointment facility. This is regularly monitored by the Patients' Group and we generally find that these non urgent appointments are available within 2-3 weeks.
- CMP continue their focus on reviewing, changing and analysing access to appointments and clinical sessions to improve the patient experience. In the near future there will be an increase of appointments to access minor ailments. This service will be provided by clinicians undertaking advanced training skills.

At our last PPG Meeting we received some excellent news from the Practice Director which will be referred to over the rest of this Newsletter, but to say that she is "beginning to see the light at the end of tunnel" by late Spring early Summer 2016 was most encouraging.

### [Dedicated telephone number for cancelling appointments](#)

In response to a suggestion by a Patient, CMP have now installed a dedicated telephone number for patients to ring to cancel an appointment they no longer need. 100's of appointments with both G.P.s and Nurse Practitioners are lost every month because the patient does not turn up to the appointment. The PPG has encouraged and supported CMP to be very strict in dealing with "Did Not Attends" (DNAs) and the policy is that if a patient misses three appointments without cancellation then they will be removed from CMPs list.

The new dedicated number to ring to cancel an appointment is: **01246 458038**

This number will be answered by an answer phone and you can leave a message. Staff will check this regularly. This is a dedicated line and cannot be used for any other purpose.

### [Changes to the opening hours at Whittington and Holme Hall.](#)

Many patients attended the public consultation meetings about these changes, which have become necessary in order to make the most efficient use of our current staff resources and to ensure the health and safety of both patients and staff. As your Patients' Group, we were the first to be consulted on these proposals and were given absolute assurance that all the partners were committed to retaining all three surgeries. With this assurance, we quickly accepted that having staff travelling between sites, rather than being available in surgery, was not an efficient use of resources. Please refer to the PPG's Minutes, on the CMP Website, for 18th December 2015 for the full details of the consultation.

### [" You said...we did..." and "Friends and Family" Surveys](#)

We continue to receive regular feedback from the Practice Manager on the results of these surveys. Practice staff analyse comments made in the Comments Book on reception and advise us of their response, as well as the formal results of the Friends & Family Survey, which is available daily for patients to complete. We are pleased to report that there has been a significant increase in more positive comments and outcomes of patients' experiences and, not surprisingly, the high satisfaction in the quality of care provided by our clinicians.

## Continuing Professional Development

As part of our ongoing training, we have received two presentations since the last Newsletter.

The first was provided by Derbyshire County Council Adult Services Department on the **"Employment and Health Support Initiative"**. This initiative targets patients with long term health problems and/or a mental health illness who are experiencing difficulties in obtaining employment, or are experiencing problems once in employment. It provides one to one advice and support for those who feel intimidated by, or are feeling out of their 'comfort zone', in seeking or remaining in employment. If you feel this initiative may be able to assist you, then please contact **Graham Dolan at Derbyshire County Council Adult Services Department.**

In November 2015 several members of the PPG attained **"Dementia Friends"** accreditation after receiving training by the Alzheimer's Society. This was one of the most fascinating and informative sessions we have attended and was ultimately partaken 'in house' by all the clinicians and staff at CMP, during one of their monthly QUEST training sessions.. Further sessions are being arranged to fit in those members of the PPG who couldn't attend the first session.

## Staffing Update

Since the last Newsletter, sadly, Dr Briggs has retired from partnership with CMP but will still do some part time Locum sessions for the Practice.

We have also said goodbye to Nurse Jayne and Nurse Diane

Drs. Wallace and Tallantyre have finished working part time but will still continue to do some Locum sessions for us as required.

However, we are delighted to tell you that CMP has been successful (despite the difficult national and local environment) in recruiting a new full time GP. **Dr Nathan**, will start with CMP from 3rd May 2016. Dr Nathan is a very experienced GP and comes from general practice in Sheffield and we extend him the warmest welcome. After 6 months Dr Nathan will join CMP as a full partner.

Dr Dhillon will be returning from maternity leave in the early summer and we also welcome two very experienced Practice Nurses - Nurse Irene and Nurse Joanne.

You may now appreciate why this is seen as the 'light at the end of the tunnel' !

## Primary Care Development Group (PCDG)

This is a Clinical Commissioning Group (CCG) Committee attended by our Practice Director and PPG Chair (as a Lay Member for the Chesterfield Locality) to receive reports and make recommendations on mainly clinical issues.

One interesting item that we would like to feed back to you, from the February 2016 Meeting, is the Community Dermatology Service. This was a trial 'Proof of Concept' initiative which started in February 2015 and runs until 31st July 2016. It was set up to trial the referral and treatment of acute and chronic dermatological conditions to

G.P.S.I.s (G.P.s with Special Interest) within the community and therefore within Primary Care, rather than a referral to Secondary Care, i.e. hospital.

The scheme has worked very well with positive outcomes for patients and excellent satisfaction feedback. The scheme is under review so that hopefully a way can be found for this to continue. A financial appraisal is under way and further information will be made available to you as soon as a decision is made (hopefully in the next Newsletter or sooner through the PPG Minutes)

### Flu 'Jab' Clinics - Autumn 2016

Whilst this is still in the early planning stages, with dates to be announced, we are hoping to have an '**open day**' when many voluntary and charitable medical/carers organisations will be invited to Ashgate Manor on its Flu Clinic Day, to have stands manned by their representatives, who will be able to give you and your family advice and guidance on a wide range of issues. We are hoping to have representatives from the following organisations: **The Alzheimer's Society, Macmillan Cancer Support, The Wellbeing Service, North East Derbyshire Mental Health Carers Support, as well as representatives from Diabetes support groups etc....**

This 'open day' will not just be restricted to those qualifying for their flu jab, but also open to other patients of CMP who would like to come along for advice and support.

### Finally !

Please do check out the **CMP website** on [www.chesterfieldmedicalpartnership.co.uk](http://www.chesterfieldmedicalpartnership.co.uk) which is full of useful information on all the services available to you including PPG Meeting Minutes and past Newsletters. The **Patients' News Board** in the main entrance also contains the latest Minutes and other useful information. Please do email us through the link on the website if you wish us to raise any items on your behalf or get in touch if you would like to join the PPG as a '**virtual**' member. This is very useful if you cannot attend meetings, because of work or childcare commitments, as you can see the Agenda and papers for discussion and can make comments.