

Newsletter – Summer 2017

News



The Practice staff and the Patient Participation Group (PPG) have been working hard to make positive changes and it is very encouraging to reflect on the many changes that have recently taken place at the Practice:

- An improvement in the time it takes for a referral letter to be sent by a Doctor to within five working days*. A large number of referrals are now made electronically which eliminates the need for a letter to be written and posted.
- The introduction of a text messaging service*, which is having a very positive impact on the number of patients who fail to attend an appointment. In addition the service has also sped up communication and reduced costs.
- The improvement to the condition of the car park.
- The provision of three Patient Participation Group (PPG) Open Meetings a year.
- The introduction of local artists' artwork now being displayed in the Waiting Room. The artwork is refreshed every

four months and local artists are encouraged to contact Neil Huntingford, Chair of the PPG by email: Neil@islanddesigns.co.uk if they would like to display their work at a later date.

- The recent improvements to the appointments system have eliminated the need for patients to queue in the morning* – this has long been an aim of all who work at Sunbury Health Centre Group Practice (SHCGP). Staff continue to check the automated system on a daily basis and make tweaks to the system as appropriate to ensure it continues to work well.

A leaflet explaining these changes is available from SHCGP and on the web-site www.sunburyhealthcentre.co.uk.

These are a few of the positive comments about the improvements to the appointment system received at the recent PPG Open Meeting:

“Excellent choice of Doctors and the whole process works very well. I recommend it.”

“Mandy (in Reception) helped us get online; she was very patient and helpful”.

“The voice system is first class”.

“Great. I haven’t needed to use it yet but I have looked online everyday and there are always appointments available”.

“Brilliant. Solves the problem of having to speak to a Receptionist”.

“My 90 year old mother has recently successfully used the automatic phone

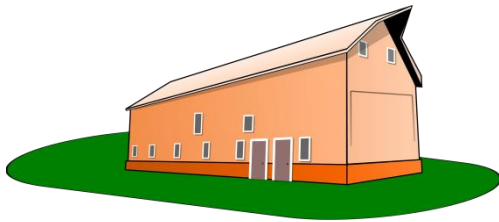
system. *This confirms it is suitable for patients of all ages.*"

Patients do need to register for the online system and it is encouraging that over 800 patients have signed up since November 2016. This has helped the Practice to slightly exceed the national target for practices to have 10% of patients registered to access services online, at SHCGP it is currently 15%.

It is hoped that, in time, it will be possible to book appointments with Nurses online. It is currently not possible because online appointments are all of the same length of time but the services the Nursing Team offer vary in length.

* *This issue was raised in the responses received in the 2016 Patients' Survey.*

Property



The Context of Sunbury Health Centre

SHCGP is owned by NHS Property Services /NHS England, not the Doctors. 45% of the building is rented to the Doctors and 55% to CSH Surrey/other providers. The current building, built in the 1970s, was to serve a patient population of 6,000 today it is approximately 18,500.

There are currently 11 clinical rooms available for use by the Practice.

Each day there are six or seven Doctors on duty as well as a team of Nurses and Health Care Assistants (HCAs). GPs each provide a minimum of 30 appointments, make approximately ten telephone calls and undertake house visits as appropriate.

The number of house visits the Doctors are undertaking is increasing. Although the Practice is committed to providing home visits these are strictly for vulnerable housebound patients. The time each house

visit takes is equivalent to four appointments in the surgery, therefore SHCGP will be triaging requests for home visits to ensure they are for the genuinely housebound as care can better be delivered from the Practice, where there is access to a full range of medical equipment.

An update on improvements to the building

One of the biggest challenges for the Practice continues to be space. At long last the Practice has received conditional planning permission to relocate the patients' notes from Reception to a storage container adjacent to the main building. The container is CQC (Care Quality Commission) compliant and was installed at the end of April enabling the long awaited improvements to the Reception to be made. The works are expected to commence in June. The redesigned Reception will be of benefit to both staff and patients.

Rationalising signage within the building

To help improve clarity for patients new door signs and directional signs have been installed. This will ensure that the daily occupancy of the consulting rooms can be changed quickly and to a professional standard. All these notices will have the new SHCGP logo which has recently been introduced.

Service Charges

Since the Practice doesn't own the building it is subject to charges from NHS Properties. The cost to the Practice of the current building has risen by over 700% since 2014/2015 causing significant problems and placing pressure on the services we are able to deliver. These increased costs are currently preventing the leasing of additional space because it is currently unaffordable.

The Practice is working with the Clinical Commissioning Group and other local practices to challenge the increase given that there has been no significant investment to improve the premises for many years. This is however time consuming and

deflects staff from their day role. The local MP (Kwasi Kwarteng) has recently visited SHCGP to discuss this matter further and the British Medical Association is now becoming involved nationally. The Practice has engaged a property consultant to assist in discussions with NHS Property Services, challenging the service charges and advising on a lease the Practice is being asked to sign. Despite these obstacles improvements will continue to be made.

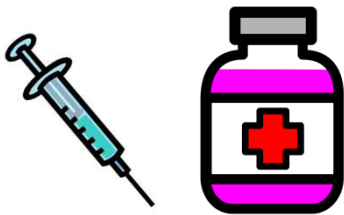
New Developments



Community Services

From April 1 CSH Surrey replaced Virgin Health Care as the community services provider and the Practice is looking forward to working closely with them in the future.

Medical Services



Minor Surgery at SHCGP

The Minor Surgery Service, mentioned in the last newsletter, has now started. It is being provided by Dr Gill and Dr.Jopling. To be referred please book a routine appointment with any GP.

Thanks to a generous donation from one of the patients the Practice has been able to purchase equipment for this service.

Enhanced roles for the Nursing Team

Emma Rao has recently begun her role as the first Nurse Practitioner at SHCGP. Emma is working three days a week taking

consultations with patients aged 18 years and over. This is typically for acute presentations of minor ailments such as coughs, urinary tract infections, wounds etc. This is already proving to be a popular option with her sessions being well attended. She is being supervised by Dr Jopling. (This service will be discussed in more detail at the next PPG Open Meeting on 19 June 2017).

Sister Charlotte Budkiewicz, the Nursing Manager and Nurse Prescriber of certain medicines, has begun her training to also become a Nurse Practitioner

As a Nurse Prescriber, Sister Budkiewicz is currently able to prescribe within her area of expertise in her own clinics and we are looking forward to her becoming our second Nurse Practitioner later this year.

Communications



We are continuing to work hard to improve communications with our patients. We now publish a newsletter three times a year, soon after each PPG Open Meeting, which also take place three times a year. For the dates of meetings and more information about the PPG please visit the PPG website www.sunburyhealthcentre-ppg.com.

The next open meeting is on Monday 19th June, 6.30pm at SHCGP.

We now have a new logo, as seen on the front of this newsletter and it is now in use on SHCGP correspondence.

The content on the screen in the Waiting Room is now more relevant and also includes information about the waiting time for each Doctor and Nurse. We will continue to improve the content.

Reminder – We would encourage you to register for the text messaging service - please fill out the consent form available on

the website and from SHC Reception. **An app is shortly to be released for smartphones developing communication further** – look out for information on how to download this soon!

The 2017 Patient Survey took place between 24th April and 4th May. The 2017 survey had been slightly tweaked and the timeline for analysing the responses has been reviewed in order that the report is available online quicker than in 2016. At the time of writing 687 responses have been received giving valuable feedback on issues pertinent to SHCGP. The feedback is extremely useful and most of the issues raised in the last survey have been responded to including:

- Earlier opening of the telephone lines.
- The introduction of a new telephone system enabling the monitoring of the time it takes to answer telephone calls.
- Reception is fully open over lunch time.
- Improvements have been made to the Waiting Room and improvements to the Reception area are imminent.
- A reduction in the prescription turnaround time.

One issue that has not been resolved is the unsatisfactory quality of the cleaning. The cleaning was previously managed by Virgin Health Care and this responsibility has now been passed to CSH Surrey. We are contacting CSH Surrey to discuss a more robust cleaning contract.

Staffing Update



There continues to be changes at the Practice with new faces joining, other staff either retiring or leaving and a number of staff are diversifying their role:

- Dr Guppy has left the Practice and has

moved to the Wirral in Merseyside.

- In Reception, Christine Thomas has retired. Mandy Matthews is leaving for a customer service role in airfreight. Sarah Nacmanson has joined the team and several more Receptionists have been recruited and are due to start in June.
- Sister Porter is on maternity leave.
- Sister Boshoff is due to return from maternity leave in early July.
- Michelle Gerard, (HCA) is due to return from maternity leave in early June.
- Sister Cook has started to train to become a Nurse Prescriber of certain medicines.
- Sister Payne has recently successfully completed a Travel Vaccination course and is completing Diabetes training.
- Krystyna Elliot-Nowobiliska (HCA) has completed her wound care training and is assisting with Diabetes patients.
- The placement of Foundation Doctors at the Practice has been very successful and the fifth Foundation Doctor, Dr Luvania Sadasivan has just begun her placement. We have a GP Registrar, Dr Oei who joined us at the end of May for 17 months.

We are delighted to welcome all new members of staff to the Practice team.

How to contact SHC

Address: Sunbury Health Centre Group Practice, Green Street, Sunbury on Thames, Middlesex. TW16 6RH

Telephone Numbers: 01932 713399

Out of Hours: 111

Opening Times

SHCGP is open Monday - Friday from 07:00 for patients with **pre-booked appointments** to self-check in.

Reception is open from 08:00 – 18:00 Monday to Friday.

Telephone lines are open from 08:00 18:00 (calls after 18.00 are for emergencies only).