



July 2017 Newsletter

Over the last few months we have been looking to put some of our plans into action as NHS England funding becomes available and the options on the way forward come to light.

Your Wolverhampton Total Health (WTH) practices:

- Newbridge Surgery
- Whitmore Reans health Centre
- Fordhouses Medical Centre
- Tudor Medical Practice
- Church Street Surgery
- Caerleon Surgery
- East Park Practice
- Keats Grove Surgery

IMPROVED ACCESS

Since the previous Newsletter we have continued to be involved in a number of schemes to try to increase access for patients to GP practices across the city, through providing extra clinics over bank holidays.

The additional services provided by WTH are summarised as follows:

Easter – Newbridge Surgery was open on:

Good Friday providing 22 appointments, seeing 17 patients, utilisation of 77%

Easter Saturday providing 22 appointments, seeing 3 patients, utilisation of 14%

Easter Monday providing 22 appointments, seeing 12 patients, utilisation of 55%

May Bank Holidays

Caerleon Surgery opened on May 1st providing 22 appointments, seeing 14 patients, utilisation of 63.6%

Whitmore Reans Health Centre opened on May 29th providing 24 appointments, seeing 22 patients, utilisation of 91.6%

The patient survey exercise showed that in excess of 97% of patients found the service excellent or good and no-one who responded gave a rating of poor.

Building on this success, working in conjunction with the CCG, we are now planning to offer a Saturday clinic alternating between the North (Caerleon Surgery) and South (Newbridge Surgery) available to all PCH patients for pre-bookable and urgent appointments. Two doctors and a nurse will be available, this should enable working patients to access services more easily whilst providing more local and responsive local urgent appointments either directed via 111 or by phoning direct. We have set-up our computer systems, so with your permission at the point of booking, the clinician who sees you will have full access to your normal notes, investigations and letters etc to make your appointment and primary care experience more satisfactory.

We are continuously working collaboratively with Wolverhampton's second Primary Care Home (Wolverhampton Care Collaborative) and the Unity Group so that together we have a more effective use of funds reaching potentially over 200,000 patients who can attend their closest HUB.



The aims of the Primary Care Home are to try to maintain the individual GP practices that you know whilst working together as an extended team to share some of the specialist skills that only some practices currently have and to offer new services. Through doing this we hope to increase the quality of the care that you receive and create more patient centered care closer to home.

PLANNED WORK SO FAR

Frailty (Proactive care) Clinics

We have successfully set up a team which has started to move around the surgeries in the PCH to provide this service. If you are identified as having multiple significant problems or a recent fall requiring assistance your surgery will invite you to attend.

The Health Care Assistant will do some baseline checks and ask about how you are coping, to be able to signpost you to a variety of help agencies such as befriending services, fire safety checks, exercise groups, falls prevention, home improvement and handyman services, to enable people to maintain a good quality of life within their own homes for as long as possible.

The team's Clinical Pharmacist will then ask about problems with tablets and look at memory issues, bone health and blood pressure issues to try to improve the effectiveness of your medication and reduce side effects.

Clinics last an hour allowing plenty of time to sort out people with multiple issues.

SO - If you get one of these invitations please attend, as we want to try to help make your quality of life as good as possible despite your illnesses.

NEW STAFF

Social prescriber (part of the Social Prescribing Service)

These people are working within your locality and see people for up to 2 hours to try to help patients to improve their health and wellbeing by signposting to a variety of services. Examples are help with finance, housing issues, voluntary work, activities and exercise to improve mental well-being. We recognise that a lot of mental health issues are because of social problems such as finance and loneliness and have found these support workers to be very effective. A health care professional needs to refer you but if you think this would be helpful ring and speak to your surgery.

Counselling Service

There are now counsellors available to be booked direct from your surgery. We recognised that this service was lacking and healthy mind referrals were taking up to 6 months. After a pilot project we secured funding to get this put into surgeries across the city. Your counsellor will work within surgeries on a locality basis within Wolverhampton of South-West, North-East, and North-West.



Clinical pharmacists

NHS England are supporting a scheme to employ clinical pharmacists in practices, where we now have proved to be successful with a bid involving colleagues across the city.

We conducted a survey of patient views which were generally supportive but there was some confusion between a Clinical Pharmacist and the usual pharmacist that you see in a pharmacy shop.

So to try to clarify the issue, a clinical pharmacist can do the following:

- See patients for chronic disease management such as diabetic, asthma and blood pressure clinics.
- They can prescribe and so any alterations to your medication can be done there and then.
- Help look at hospital discharges to ensure that you and the local pharmacist are aware and happy with any changes made to medication. This will ensure that changes are done safely and with better understanding of changes by patients.
- Administer vaccinations.
- Help the GPs to look at high risk medications to ensure that all the appropriate safety checks are done efficiently.
- Help GPs to look at test results and ring patients to ensure they are aware of important issues.

The scheme has been introduced as we have a shortage of GPs and want to develop safe ways of supporting the Doctors so that they can spend more time with those patients with more complex needs. It also follows on and builds on the success of clinical pharmacists at other practices in Wolverhampton such as Showell Park and Tudor Medical Centre, to name but two.

NEW SERVICES

The Sound Doctor

We have been working in conjunction with Wolverhampton CCG to look to introduce this facility to help the patients of Wolverhampton. These are a collection of 300 educational films that can be either watched with your health care professional, on waiting room screens, and links given to you to watch at home. They concentrate on the major chronic disease groups: Dementia, Heart disease, Chronic lung disease, back pain, weight loss surgery and heart failure.

An example for Dementia would be films on driving and dementia, where can I turn for help and diagnosing dementia.

Further communications to support roll out, including how you can access these, are being developed and will be shared with you all shortly.

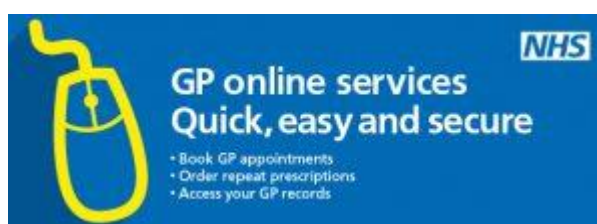


NEW SYSTEMS

Peer review of referrals

We are being asked to review all referrals each week within a group of fellow doctors. This may mean that you do not get a choose and book referral before this meeting has taken place and your referral may be redirected to another service that is more appropriate/ further tests ordered in order to ensure you are dealt with more efficiently and appropriately. This has become necessary as the hospital is receiving more and more referrals year on year and some could be dealt with more effectively in community clinics. This has not started yet but please be aware that your referral process may change.

EXISTING SYSTEMS TO REMIND YOU ABOUT



Save time – do it online!

GP online services gives you the option to book appointments, request repeat prescriptions and view your GP records, using your computer, tablet or smartphone rather than having to phone or visit the practice.

Online services complement the existing ways you can access appointments, prescriptions and your records.

If you are not already registered for GP online services please let a member of the practice team know you would like to use this service.

In addition please check we have your correct phone numbers and email address. This will allow us to send you details of extra clinics / services that you might need. This worked really well to advertise the Christmas and other bank holiday opening.

Patient Participation Group

Please look to join your practice group and help give feedback and influence the change in services. Even if you cannot attend meetings the email group allows you to give your opinion about changes to your practice or give constructive feedback.