

Johnson Medical Practice PPG Newsletter

Autumn 2014



MEET THE MEDICAL TEAM

Our GPs

Dr M Ayubi (Male)

Dr K Pabbaraju (Male)

Dr R Daud (Female)

Dr P Wadhwa (Female)

Dr B Patel (Male)

Dr K Waraich (Male)

Dr R Deore (Female)

Nursing Team

Maria Lacey (Practice Nurse)

J Tuff (Phlebotomist)

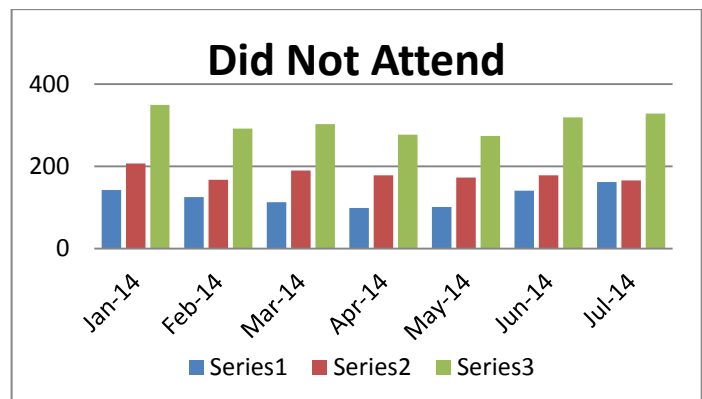
Rachel Tuff (HCA)

Bilkis Juma (HCA)

Chan Mistry (HCA)

THINK TWICE ABOUT NOT ATTENDING YOUR APPOINTMENT - DNA: From January 2014 to July 2014

Month	Total DNA	Doctors	Nurse/ HCA
Jan 2014	349	142	207
Feb 2014	292	125	167
Mar 2014	303	113	190
Apr 2014	277	99	178
May 2014	274	101	173
Jun 2014	319	141	178
Jul 2014	328	162	166



The surgery and its staff have been truly shocked at the recent data showing the number of patients who book an appointment with the GP or the nursing team and **DO NOT ATTEND** or (DNA) without bothering to cancel their appointments so that it can be made available for others! Approximately 300 appointments a month are DNA. The effects of these are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources
- A potential risk to the health of the patient

What are we going to do about this?

To improve our service for the vast majority of patients who do book responsibly we will be introducing a **new 4 strike rule**. This rule will apply to patients who repeatedly **DNA** without making any effort to cancel their appointment. This means the patients **WILL** be removed from the practice register and will have to find a new GP elsewhere. Exceptions will be made for the elderly and vulnerable and their circumstances taken into consideration.

How do you cancel appointments?

It is very easy to cancel an appointment with the Johnson Medical Practice. This can be done online via our website, by calling the practice using the automated phone system or in person at the practice. There is no need to hang about waiting to speak to a receptionist.

Please call the surgery on 2769555 or 2536299 to cancel your appointment.

PATIENT PARTICIPATION GROUP – Share your views



The group meets once a month to share views and ideas. Members of the group are very keen to ensure that they are representative of the practice and that the views of all patients are acknowledged. We would very much like to hear from you.

The Patient Participation Group may be contacted by

- Writing to the Chair (Harsha Kotecha) c/o of the practice
- Alternatively you can email the group directly on

jmppatientgroup@yahoo.co.uk

Please note that the Chair of the PPG checks this email address.

COMMENTS AND SUGGESTIONS

We welcome suggestions from our patients to improve our services. Please put your suggestions or comments into the box provided which is in Reception.

PATIENT SURVEY RESULTS

The Patient Participation Group conducted a patient satisfaction survey for the period from 1 November – 31 December 2013. We would like to thank every one of our patients who took the time and effort to complete the survey forms.

A summary of the results is below:

What patients like...

- Text Messaging
- Appointments at either site
- Blood Test Availability all day

What could be better...?

- Appointment availability
- Communication
- More Female GP's

The practice has devised an action plan that will review the following areas:

- To improve communication with patients
- Continue to monitor appointment availability



PATIENT RECORD SHARING

The Summary Care Record and *care.data*: two very different databases

Unfortunately, in Leicestershire, two national medical databases have been launched at the same time. The Johnson Medical Practice was not responsible for the timing of these launches, but we realise that this is causing confusion for many patients and so we are trying our best to ensure that patients understand the difference between these two very different projects.

The Summary Care Record (SCR)

This is a national centralised database of medical information (allergies and medication only) extracted and uploaded from patients' GP records. This project's aims are to make this information potentially available to emergency doctors (in A&E and GP out-of-hours centres countrywide) should the need arise and the patient allows the information to be viewed.

You may have recently received a personalised letter from the local CCG about the Summary Care Record.

The date for launch of this has been postponed by the Government.

Please do read our SCR factsheet: available in the waiting room, from reception or downloadable from our website.

Your decision to have a Summary Care Record or not, to opt-in or opt-out, will **not** affect what happens to your medical records as a result of the other database, *care.data*, as described below.

Care.data

This is the other national database that has been launched at the same time. This database aims to upload very large amounts of medical information from patients' GP records, again to a centralised database.

Care.data is very different to the Summary Care Record:

- The information extracted for *care.data* **far exceeds** just allergies and medication
- The information uploaded to *care.data* will **not** be made available to health professionals providing your treatment, but to universities, pharmaceutical companies and commercial organisations
- *care.data* does **not** concern clinical care, it is an administrative and research database
- Patients will **not** be written to individually about *care.data*, although a national leaflet drop is planned
- We know that the *care.data* project will go ahead **shortly**, with data collection planned for "2014"

Although Johnson Medical Practice, like all GP surgeries, must upload to *care.data*, patients have the right to object on an individual basis - that is **you have the right to opt-out.**

Please do read our *care.data* factsheet: available in the waiting room, from reception or downloadable from our website.

Your decision to opt-out of *care.data* (or not) will **not** affect what might happen to your medical records when the surgery joins The Summary Care Record database, and vice-versa.

Opting-out of one database does not mean that you have automatically opted-out of the other.

Opting-out will not affect the medical care that you receive from the surgery. If you need explanation about your choices please contact our Operational Manager Mrs Rucksana Patel.

More information can be found at

- www.nhs.uk/caredata
- www.hscic.gov.uk/patientconf
- 0300 456 3531 is the dedicated patient information line. This line also offers translation and text phone services.

Are your contact details up to date?

The practice is currently updating all patient contact information. Does the practice have your latest mobile number and email address?

Please complete the slip below and return to the practice – further slip available from the surgery.

Name:	_____		
Address:	_____		
Home Number :	_____	Work Number:	_____
Mobile Number:	_____		
Email Address:	_____		

CQC Visit

We had a CQC Inspection on the 8th of July at Melbourne street surgery. We are pleased to inform you that the inspection went well. We thank everyone of our patients who took the time and effort to complete the CQC surveys and speak to the inspectors on site.