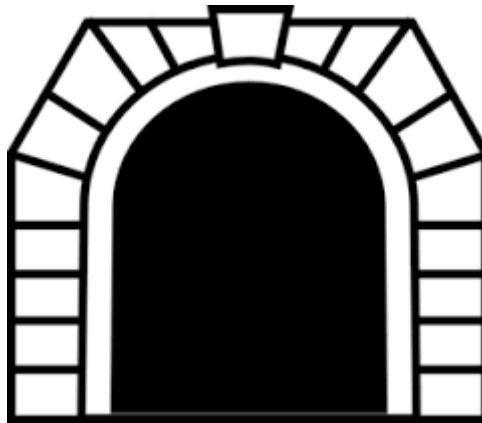




High quality flexible patient care sensitive to the individual needs of all patients

**Patient Group Briefing Note
February 2022**



Is there light at the end of the pandemic tunnel ?

Introduction

This is the first Briefing Note of 2022 as we enter the second year of the pandemic. This pandemic, including the omicron variant, continues to seriously affect the NHS as a whole and Peartree Medical Centre individually. This is considered further below.

Future Patient Group meetings

We will explore the option of a face to face meeting(s) in the Spring based on the latest guidance. In the interim, we hope that this note explains some of the latest news and measures undertaken by your surgery to protect and provide services. PLEASE LET US KNOW IF YOU WOULD LIKE US TO ORGANISE A "VIRTUAL" MEETING NOW.

Please note the interpretation of the latest legislation is that Patient Group members are classified as 'volunteers'. As such they too might need to be double vaccinated

and if patients elect not to be vaccinated then they may be unable to attend face to face Patient Group meetings for the foreseeable future. We await definitive government guidance on mandatory vaccinations in the NHS.

The update items in no particular order follow below.

Care Quality Commission (CQC)



The CQC updated their website on 7 January 2022 with their latest findings on Peartree Medical Centre. This can be viewed at

<https://www.cqc.org.uk/location/1-569084244>

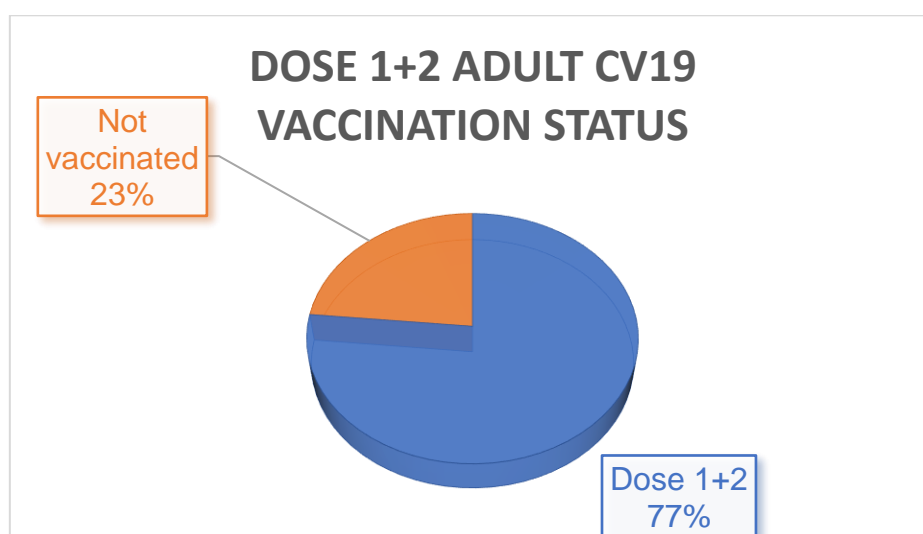
The CQC state that

We carried out a review of the data available to us about Peartree Medical Centre on 9 December 2021. We have not found evidence that we need to carry out an inspection or reassess our rating at this stage. This could change at any time if we receive new information. We will continue to monitor data about this service.

The review took the form of a desktop analysis of key Practice data by the CQC inspector as well as a direct monitoring phone call with the Practice Manager and Lead GP in excess of two hours. Further evidence was submitted after the phone call and the Peartree team were pleased to receive these assurances from the CQC inspector subsequently.

Covid19 Vaccine Uptake

Previous briefing notes have referred to the uptake of the CV19 vaccine and provided further analysis. The headline numbers are as follows for dose 1 and dose 2 patient compliance by adults of 18+ years (December 2021).



For the CV19 booster programme therefore the eligible population is only that 77% that complied with dose 1 and 2 of the vaccination programme. This is around 2800 patients. We continue to offer the unvaccinated patients the chance to comply through SMS messages promoting the various clinics and whilst we have vaccine on site.



During November 2021, the surgery was offered the opportunity to run some vaccination clinics from the surgery building. As a result of a month's concerted team effort around 800 of these 2800 patients or 30% received their booster from surgery staff. This was done alongside flu vaccinations where possible.

During December and early January there was a hiatus in the surgery vaccination programme as the NHS reflected on government announcements both locally and nationally. Mass vaccination sites at the Ikhlas Centre and Midland House continued to vaccinate our patients. All patients received either multiple SMS messages or letters as they became eligible for the vaccine to advise them of these sites and how to book.

In the middle of December and in response to the need to accelerate the programme in light of the Omicron variant, the surgery was again offered the opportunity to run further CV19 booster vaccination clinics. This next phase will balance the needs of existing services with the demands of the vaccination programme. We will conduct our usual monitoring of patients with chronic conditions but at the same time we will vaccinate at the rate of up to 200 patients per week. We will achieve this by utilising locum staff to vaccinate so that existing services can be protected as far as possible. This next phase of the vaccination programme started on 18 January 2022.

At the time of writing this report, 1700 of the 2800 have been vaccinated though there is a sharp decline in the number of patients electing to take the booster in recent weeks.

Friends and Family Test (FFT)

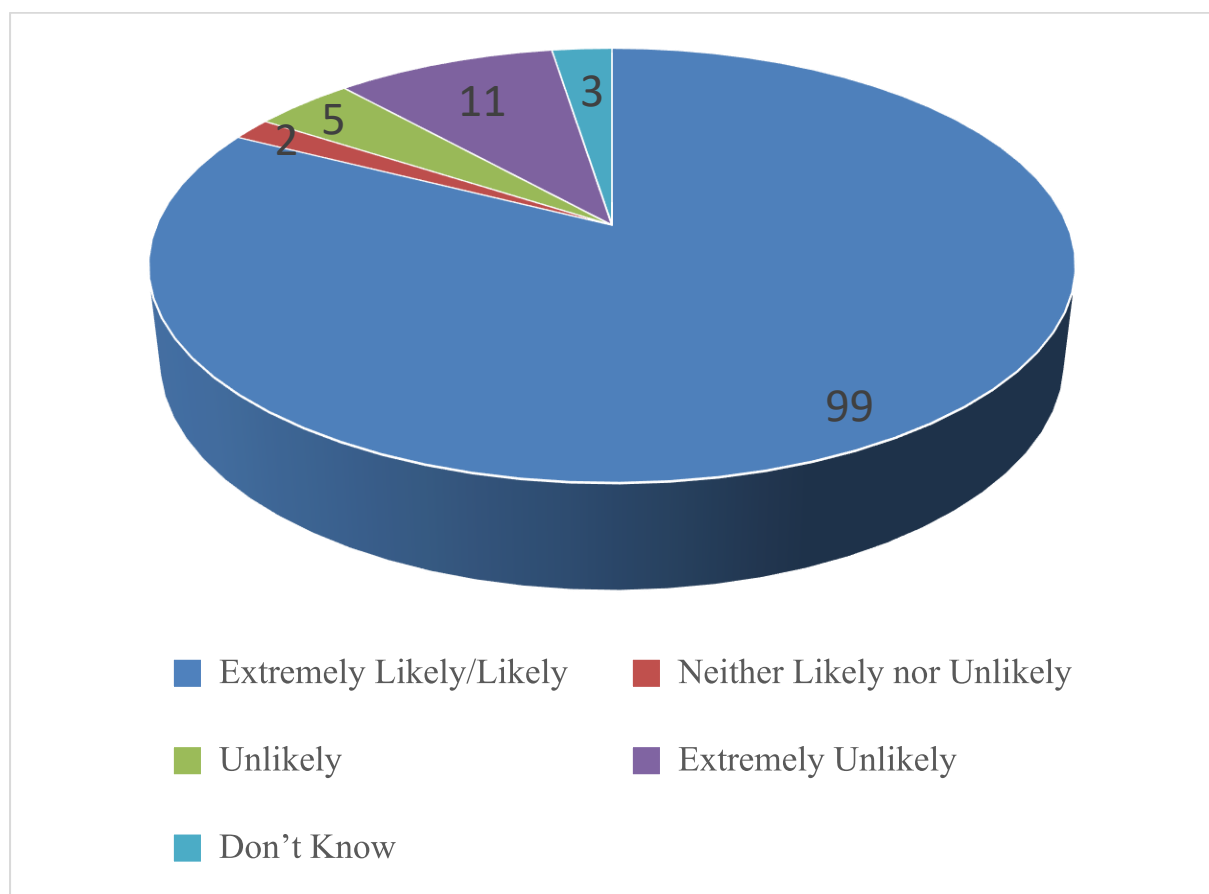
Patient feedback on our services through the FFT was suspended during the earlier part of the pandemic. It was resolved to recommence this locally in November 2021



even though nationally it remains suspended. This decision was also taken following the discussion with the CQC inspector (see above) who also advocated a restart.

FFT feedback is captured via the website with patients receiving a link to the webpage. During the flu/CV19 vaccination programmes, the opportunity was also taken to hand out FFT cards for completion by walk in patients.

The initial results for the period November 2021 to January 2022 indicate that 82% of patients (99 out of 120 responses) are *extremely likely* or *likely* to recommend us to Family & Friends. The overall position is as follows:-



The percentage of patients expressing an opinion that they would be likely/extremely likely to recommend the surgery currently exceeds previous trend data prior to the pandemic.

There is a degree of dissatisfaction about the reduced number of face to face appointments though most patients seem to accept the response to the current unfortunate circumstances. Other expressions of concern have focused on answering the phone and this is considered further below.

There are some specific anonymised individual concerns about patient care that are impossible for us to assess.

Please refer to earlier Briefing Notes which reported on patient feedback during the pandemic. These were specific questionnaires and did not use the format of the FFT.

Thoughts on services

As the Omicron variant causes more concern, the surgery will continue with the following:-



- We would ask all patients visiting the surgery building to continue to wear a mask until further notice
- The doctors will continue to speak with patients in the first instance on the telephone and will call patients in the same day if they want to see the patient face to face. This mirrors what we have done throughout the pandemic.
- Nurse appointments for the monitoring of chronic conditions like diabetes will be a mix of face to face and telephone appointments based on the nurse's clinical assessment of each individual
- Video consultations will continue to be used where practical

We share patient's frustrations at times with this service offer but hope that there is an understanding as to the rationale for this. Services remain constantly under review by the clinicians. Please bear with us.

It is also important to bear in mind that based on the data above, around 1 in 4 patients who visit the surgery are unvaccinated so our service response takes this into account..

New telephony system



A new phone system was installed in November 2021 by EVAD. This integrates our clinical system with the phone system to facilitate quicker identification of patients without losing important functionality like dual language options, voice mail and phone queuing.

EVAD are a market leader in the health care sector

<https://www.evad.co.uk/what-we-do/unified-communications/think-healthcare/>

FFT feedback (see above) continues to question queue lengths and speed of response by the Reception team and this software has been installed to respond to this patient demand. The system comes highly recommended by other local surgeries already using it..

Staffing changes

We are pleased to welcome Sarah to our Reception team as a bank receptionist. Megan will join as our new apprentice and will replace Saaqqa who has a new job at the hospital.



We were sorry to see the departure of Aneesa our Care Co-ordinator. Many patients will have been helped and given advice to improve their general health and well being by Aneesa during her four years with us.

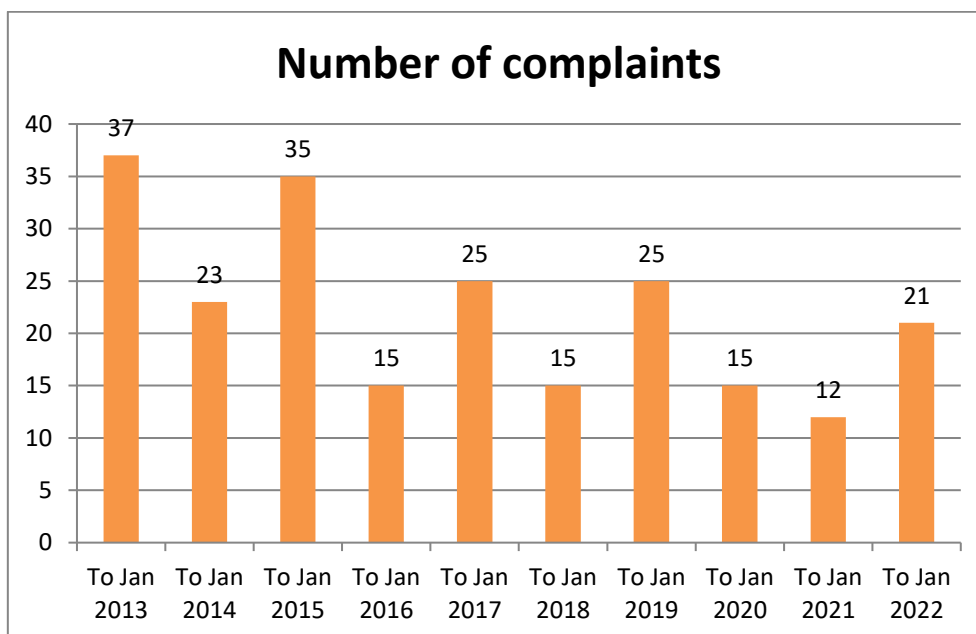
Aneesa has not gone far in the next stage of her career and will be available to mentor her successor Sameera who started in January 2022. We wish all departing staff well & welcome new starters.

Healthcare staff: vaccination status

NHS England indicated previously that all healthcare workers had to be double vaccinated against covid19 by 31 March 2022. Although there was a degree of vaccine hesitancy among some of our staff (two individuals) assurances were received and it was anticipated that all Peartree staff would have had at least two doses by 31 March 2022. Latest government announcements may change this position and we await definitive guidance.

Patient complaints to the surgery

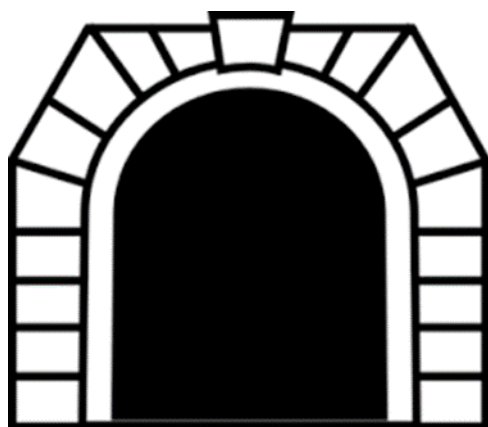
The annual review of all complaints has been undertaken and this – the tenth report – has been posted to the website. This identifies the following trend in complaints:-



Further details are given in the report but it is clear that the pandemic has caused a spike in complaints compared to more recent years.

Where complaints about clinical care have been made, these are routinely peer reviewed. Where situations have been exacerbated by the impact of covid19, services have been adapted as flexibly as possible. The surgery also recognises that as the prevailing circumstances change, services will need to mirror these changes.

So is there light at the end of the tunnel ?



Answering our own rhetorical question is not easy but it is important to remember that the NHS is still here for you and your family. You may just need to continue to interact with us in a different way.

You can rest assured that we will respond positively and promptly to all the latest guidance to provide safe services for both patients & staff alike and to return to as near to normal at the earliest point.

Feedback

As always all constructive feedback is welcomed by Drs Singh & Joseph. You can email us at peartreemmedical@nhs.net or via the website using the FFT or messaging functionality. Alternatively fill in a FFT card available from Reception.

Mike Newbold
Practice Manager

www.peartreemmedicalcentre.nhs.uk

Rated 'Outstanding' by the Care Quality Commission