



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



Patient Group: October 2019

Briefing Note

Date of Next Meeting

This has been set for

Thursday October 3 2019 at 1800 for an hour or so.

All patients are most welcome. Come & hear about the latest developments from Dr Singh and the team and raise any concerns or comments that you have about our services. An interpreter will be there as usual.

This Briefing Note will be used as the basis of the agenda and also to inform those patients who are not able to attend the meeting itself.

Any comments or feedback can (as always) be made through the Friends and Family Test, via the NHS Choices website or alternatively by emailing peartreemmedical@nhs.net. Let your voice be heard.

The following items are in no particular order.

A busy summer!



The Peartree team and its partners had a busy summer promoting a variety of health and well being messages to our community. Thanks are extended to all participants for their support.



The Royal Derby Hospital Screening Nurses joined us to discuss Breast Cancer screening & its benefits. Together with the one to one consultations delivered by our Health Care Assistant, this generated a list of 23 'missing' ladies who consented to screening. Flexibility by the screening service ensured that these were all scheduled in August.



The surgery had a **Respiratory Day** in July where the Hospital Respiratory Consultant met with around 25% of our COPD patients. Chronic Obstructive Pulmonary Disorder is a debilitating lung condition and individual symptoms and coping techniques were discussed. The City Council Livewell team also joined the session later to discuss smoking cessation with a further 9 patients.



The doctors have allocated our Health Care Assistant an hour every week to lead a walk around Arboretum Park. This is delivered under the Council Livewell banner and is increasing in popularity. On one Tuesday there were 32 patients on the walk. Anyone interested can meet at the surgery at 0900 each Tuesday or alternatively at the park gates at around 0915.



For many diabetic patients wanting to observe Ramadan this can be a difficult and potentially dangerous time. Diabetologist Dr Idris again came from the hospital to advise 42 patients (highest ever!) on the best way to cope. This complemented carefully scheduled nurse appointments prior to Ramadan with patients of concern to Peartree clinicians.

The Derby County Community Trust team & ourselves delivered a number of sessions in our **Nutrition Focus month**. 31 patients joined us at separate events for male & female patients.

Sessions have also been delivered with the dietician & senior nurse looking at meal preparation for diabetics and their carers. This will be a regular feature including the development of a Recipe Book.



We were able to help six patients with wider health and social care needs through the latest SignPost event. The Care Coordinator and Interpreter will continue to lead on this important opportunity for patients to be made aware of wider support that is available to them.

We were also pleased to welcome a group of 10 female patients to the last Ladies Patient Group. These were mainly new to the group meeting and an excellent dialogue was held. Minutes on the website.

The Practice has signed up to the National Cancer Audit. Click on this link or enter into your browser for more information. <https://www.cancerresearchuk.org/health-professional/diagnosis/national-cancer-diagnosis-audit/ncca-overview>

Following a period of funding uncertainty, the productive relationship with Derbyshire Carers has been re-established and the Care Co-ordinator is managing the liaison. Anyone wanting an introduction to the Carers Service should ask to talk to the Care Coordinator in the first instance. A needs assessment can be undertaken in the surgery and advice given on any free support.

The surgery has a long established reputation for community engagement and so regularly receives invitations to support events in the Normanton & Arboretum wards. We were pleased to be invited to attend the Healthier Together event held by the Sahahra Day Centre (July) and a similar themed event promoted by the Peartree Stakeholders Group (September). Peartree staff were on hand to provide health & wellbeing advice.



More information on all these initiatives can be found on the Latest News section of the website. If you feel that any of these could benefit you or your family in the future, please get in touch.

The decorators have been in



The whole of the surgery has been painted and refreshed over the summer. We hope you like it!

All floor coverings have been replaced throughout the building to provide better infection control surfaces. Discussions have been held with the cleaning contractor to assess and refresh the cleaning regime.

Primary Care Networks



The surgery is now a formal member of this network. The Government have indicated that they will provide more resources for surgeries but they expect us to work together. This work is ongoing and further updates will be given in future briefings where this impacts on patient services.

Medicines Order Line (MOLs)



From September, the surgery has gone live with the Medicines Order Line. This is a national NHS initiative to promote safer prescribing for patients; to reduce waste on drugs and to reduce surgery workload. We will discuss this in more detail at the meeting itself but over time this will change the way that repeat medication is ordered either directly by patients or by pharmacists. Existing arrangements can continue where the service offered by MOLS is not appropriate. Debbie Bostock from MOLs will be here to answer any questions or concerns.

New pharmacist assistance

Sonia has joined the Peartree team as a locum Pharmacist. She is available to patients for medication advice and reviews and in due course will administer some vaccinations. She will review all hospital discharge letters for changes in medication and provide day to day support for our prescribing lead, Dr Joseph.

Did you know ?

Peartree Medical Centre had one of the highest vaccination rates for adult flu in the county for the 2018-19 flu season ?

Peartree Medical Centre has screened 96% of its male patients over 65 for prostate cancer (PSA testing). This local screening has identified three patients with symptoms of concern.

Peartree Medical Centre has one of the highest rates for completing the Cardio Vascular Disease (CVD) health checks for the age group 40-74 scheduled every five years ? Many patients are receiving a second health check now that the scheme is

entering its sixth year. We intend to continue with this even though funding streams have reduced considerably.

Online appointments

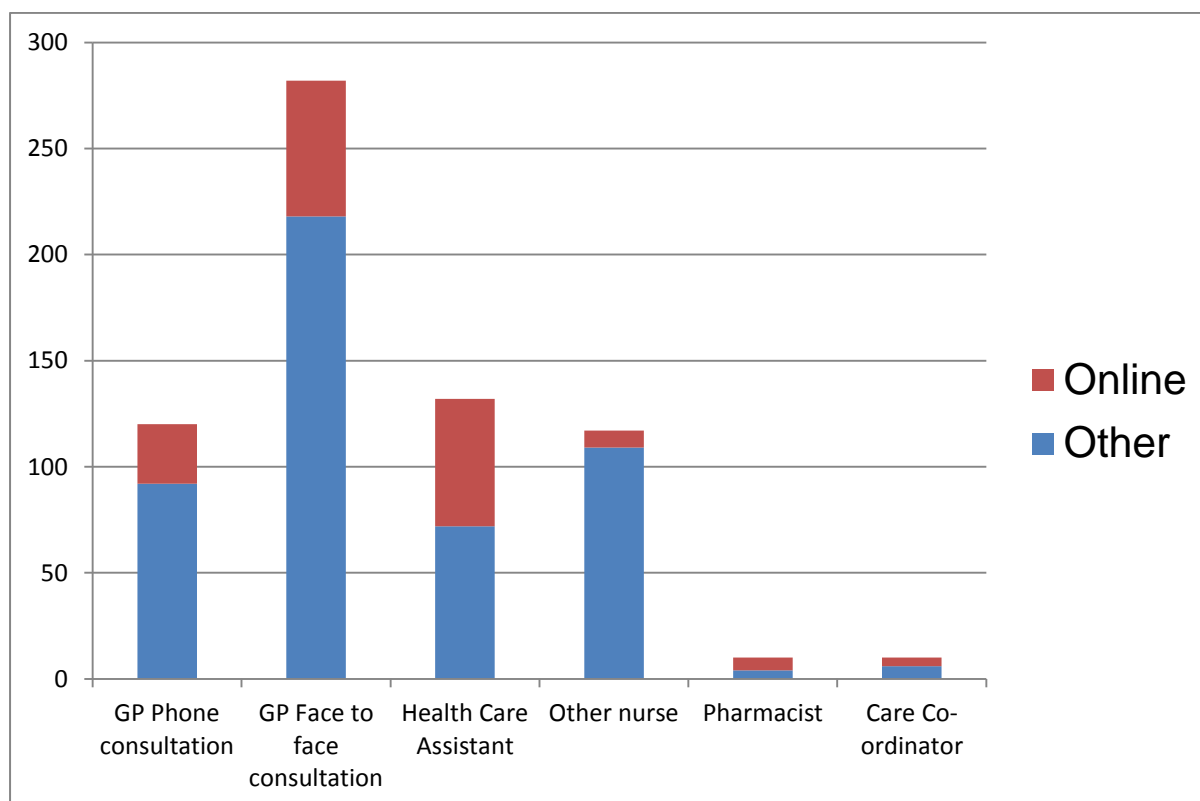
With effect from July 2019, the Department of Health has mandated that all surgeries must provide access to a minimum of 25% of their appointments online.

There are currently around 22% of patients registered for online booking. Many of these are however inactive users. Our 2019 Text Messaging Strategy is reminding patients of the availability of this service on a regular basis.

In the first half of 2019, 189 GP appointments have been booked online from 416 made available to book online.

We have looked at the best way to meet this new benchmark whilst also recognising that a significant number of patients do not book online or have not registered for this service. We are also concerned that any change in booking appointments in advance must not adversely affect the number of appointments where patients 'did not attend'. These have been managed tightly in recent years but remain an ongoing cause for concern. We simply cannot afford for wasted appointments to increase.

We have settled on this initial weekly pattern for online appointments but will review in the light of experience. We are particularly interested in any thoughts from patients on this approach.



We have decided that any patient knowingly wasting an appointment booked online will have the facility immediately withdrawn. This functionality could be reinstated where the patient has a viable reason for non-attendance.

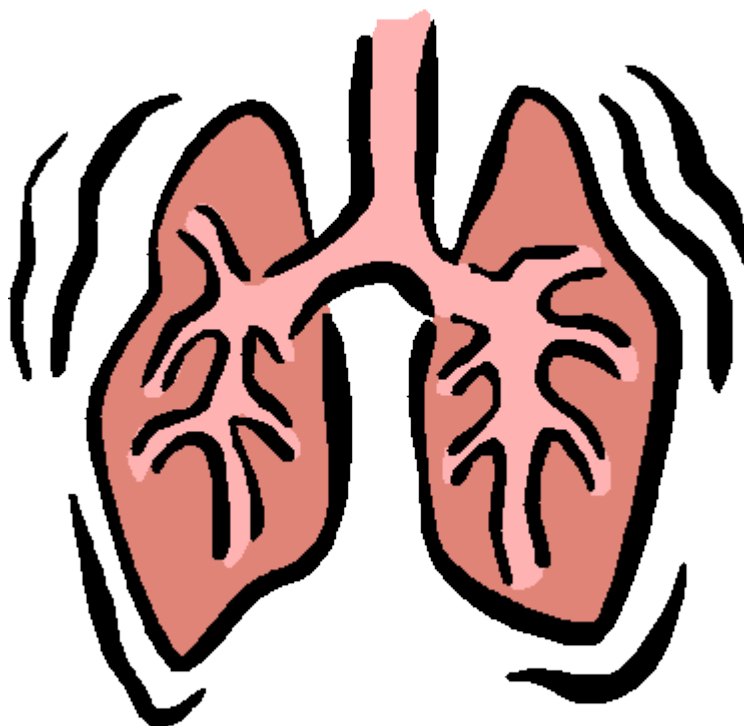
It is important to bear in mind the following:-

- Patients must book with the appropriate clinician for the service that they require. Clinicians will of course be restricted by their role and training.
- The availability of particular clinicians will be determined by holidays; training; part-time working or other abstractions. We cannot guarantee a particular clinician on a particular day.
- Most importantly, online appointments will not be exclusively for the use of online users. Peartree staff will book into these slots in accordance with our existing appointment policy.
- It is important to note the distinction between booking a telephone appointment and a face to face appointment.

Primary Care Plus network: FeNo testing

The surgery continues to work with others to provide extended hours appointments (evenings & weekends) as well as a home visiting service. Previous briefing notes have explained this. The extended hours has been in place since May 2017.

This autumn we will have access to some monitoring equipment for our asthmatic children. It would have been cost prohibitive to have bought this as a single medical centre but it is affordable with other network funding streams.



Sometimes diagnosing asthma in children can be problematical when symptoms from other causes can be very similar eg chronic cough, bronchitis. A misleading diagnosis can lead to delayed or inappropriate treatment. This is particularly unhelpful for children during the colder winter months when symptoms may be exacerbated. We have arranged therefore to run a series of FeNo tests.

During inflammation of the airways, higher-than-normal levels of nitric oxide (NO) are released from the bronchial wall. The concentration of NO in exhaled breath, or fractional exhaled nitric oxide (FeNO), can help identify airway inflammation, and thereby support a diagnosis of asthma when other objective evidence is lacking.

We will target children of concern to us and the clinics will be scheduled for late afternoon after school. The first clinic is set for 17 October but the equipment can be used at any time by our clinicians should there be a patient need. We hope that this will reduce the incidence of children having to seek emergency treatment and reduce the occasions when parents have to witness their children struggling for breath. Where appropriate FeNo tests will also be provided for adults.

Latent TB screening

Whilst immigrants to the UK are screened for active TB as part of the visa process, this would not necessarily identify latent or inactive TB. This can lie dormant for years in otherwise healthy individuals and could reawaken at any point with potentially serious consequences.

Data from Public Health England (PHE) suggests that latent (inactive) tuberculosis is more likely to be prevalent in the age group 16-35 where patients have spent six months or more in higher risk countries. These higher risk countries include Afghanistan, Bangladesh, Pakistan & India.



The Derby & Derbyshire CCG are funding a screening service for latent TB this year and we have been arranging to have an introductory talk at the surgery for patients with blood clinics thereafter in our surgery. Initial screening is by an IGRA blood test.

Our local data suggests that there may be 100+ patients in the age group who have emigrated to the UK since 2015 from high risk countries.

We have wanted to be at the forefront of this new service given the higher risks for our population. Further updates will follow in due course.

Hepatitis B screening

Another area of concern for our clinicians for the patient population is the potential prevalence of Hepatitis B amongst our patient population. We will shortly be starting a screening programme of our own to assess all immigrants who may be at higher risk. This target group is around 300 patients and we will be arranging blood tests shortly. We will extend this to include Hepatitis C as well.

Derby County Community Trust

The partnership work with the Trust is going from strength to strength (see above also). The aims of the programme tie in closely with the surgery's health & well being and community engagement ambitions. The next phase of work will aim to address the following:-

- Cancer Rehabilitation services
- Cervical Cancer (smear test) aimed at young Asian females say 25-35/40
- Testicular Cancer
- Body MOT (height, weight, BMI, blood pressure)
- How to look after yourself (December)

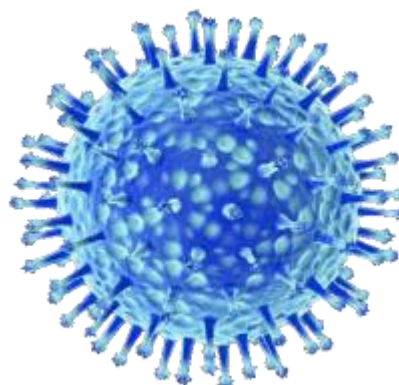
Wherever possible, any sessions or clinics will be delivered from our premises and practice clinicians and staff will promote and encourage (sometimes reluctant!) patients to attend.



Flu season 2019-20

There was a delay to the delivery of the flu vaccine for the new season. The Department of Health made some late changes to their recommendations.

Whilst our adult flu rates were excellent last year, we are concerned that the child flu vaccine rate was at a much lower rate. A lot of Muslim parents took the decision to refuse the vaccine for their offspring due to their understandable concerns about the pork content. We will be holding an information event this year to give parents the latest information so they can make the best informed decision for their children. This will be held on 9 October 2019.



Dates for our flu clinics are now confirmed as follows:-

Adult

14th October

22nd October

Childrens Clinic

15th October

Adults and Childrens Clinic

31st October

Eligible patients will receive letters and SMS messages as usual.

National Patient Survey 2019

97 surveys were sent back by patients for the latest survey. Full results can be found at <https://www.gp-patient.co.uk/report?practicecode=C81616>. We will be happy to take any questions or comments on this at the meeting.

The headline figure is that 75% of these respondents (73) said their experience of the Practice was good.

The Practice team will as always review these results and consider any learning outcomes through the Annual Complaints Reflections report, the Access Audit 2018 follow up and alongside all Friends and Family Test data.

Elderly Health Assessments



These are conducted with our elderly population and construct a detailed position of the general health and well being of patients. They can pinpoint specific needs and assist the Care Co-ordinator and Community Matron in assessing their caseload. They also inform Practice staff on important carer: cared for relationships.

220 (95%) of the over 75 population have now been assessed.

The GPs took the decision to extend this service to the age group 60-75 recently. Good progress has been made & 75% of this age group have also been seen.

Health & Well Being Noticeboards

A sample of our latest boards are shown in Appendix A. Visitors and patients alike have commented favourably on them. These are Harjeet's work. The boards are

rotated regularly to display different messages and to coincide with particular surgery or national initiatives. We would encourage all patients to check them out regularly when visiting the building.

Care Quality Commission (CQC)

The last formal inspection of the surgery took place in September 2016 with the formal report published in December of that year. For reference this can be accessed via the website.

There is a noticeboard explaining the role of the CQC but this is essentially to ensure that we are providing safe, effective, responsive, well led and caring services.

For 2019, surgeries were advised that those rated 'Outstanding' previously would receive a phone call from the local inspector. This phone call would explore the latest position on service provision based on a "script" of questions. This would determine any areas of concern and determine if the CQC wished to undertake a formal inspection.

A written response to the script was submitted and the phone call took place on 4 September 2019 with Dr Singh, the Practice Manager and Senior Practice Nurse.

We are pleased to report that the CQC Inspector was impressed with our responses and informally said that our services continued to be 'outstanding'. Another phone call will take place next year with a formal visit timed to take place by 2021.

Bowel Cancer Screening

Patients may recall that our screening rate has been pushed up from around 30% of eligible patients to over 70% in recent years. There is however still a significant number of unscreened patients. A representative from Cancer Research & the Bowel Cancer Screening Team has been out to promote the latest one off FIT test which may be easier to persuade patients to undergo. We will be promoting this to unscreened patients from now on. If you are over 60 you should have been screened in the last three years. Talk to us if you have not.

2019 Action Plan

The latest status on the 2019 Action Plan is set out in Appendix B. A colour coding scheme has been used to denote no progress (Red), some progress but ongoing (Yellow) and complete (green).

Don't forget our website !!



If you or your family have internet access, there is a wealth of information on our website. The Latest News section is updated every month. We would particularly refer you to our Hot Topics noticeboards which highlight current high profile health issues. Keep yourself up to date and keep yourself well.

Bumps & babies



Have a look at the flyer at the end of this pack if you would like to join other parents or parents-to-be for an informal chat in the surgery each month. The Derby Community Parent Group will be available on the first Thursday of each month to take your questions or just to offer an opportunity to chat about being a parent! All welcome.

Know your risks of developing diabetes

We are working with Diabetes UK to improve patient awareness of developing Type 2 diabetes.

Do you know your risk of Type 2 diabetes ? If you are from an Indian, Pakistani or Bangladeshi background you are up to 4 times more likely to develop Type 2 diabetes at a younger age. You can prevent or delay it. Find out your risk in 3 minutes, then find out what to do next by going to this link:

www.diabetes.org.uk/risk5

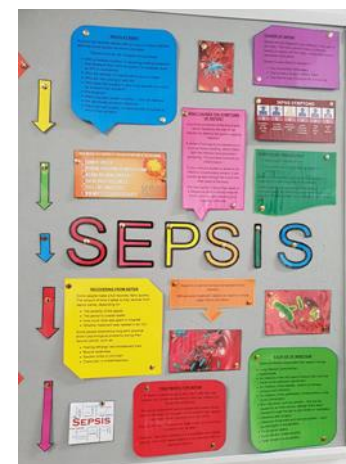
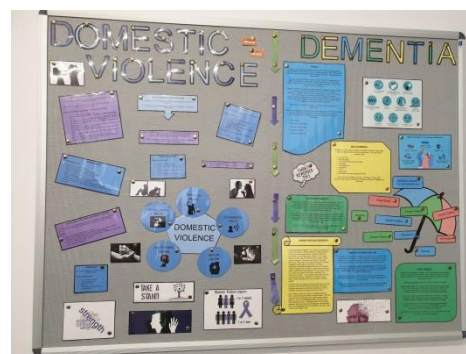
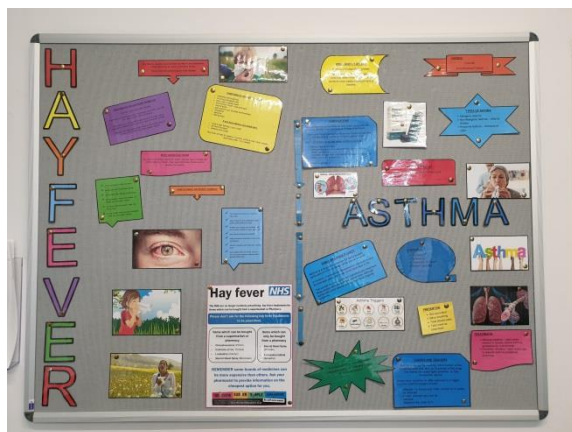
We encourage all non-diabetics - particularly those in the 25-39 age group - to complete the online tool.

Mike Newbold
Practice Manager

www.peartreemmedicalcentre.nhs.uk

Rated 'Outstanding' by the Care Quality Commission

Peartree Medical Centre Sample Noticeboards



Peartree Medical Centre Patient Services Improvement: Action Plan 2019-20

APPENDIX B

Theme	Agreed actions	Nominated Lead	Timescale
Patient Health & well being	Develop bespoke service for poorly controlled diabetics in conjunction with dietician & diabetologist building on pilot work in 2018-19 including diet plans, recipe book, group sessions and targeted advice	Senior Practice Nurse	Good progress being made with support targeted at individual patient needs
Patient Health & well being	Embed the use of FENO testing and targeted education at 'wheezy' children during summer hay fever & winter bugs season to improve health outcomes, reduce exacerbations & ED attendance	Senior Practice Nurse	Some delays to equipment procurement but session planned for flu season (October 2019)
Patient Health & well being	Monitor the provision of Carers support by the City Council and endeavor to maintain these services from the surgery following any staffing, funding or commissioning changes in the financial year.	Care Co-ordinator	Relationship with Derbyshire Carers re-established following funding uncertainty. Liaison via Care Co-ordinator
Collaboration	Investigate and promote further partnership work for the benefit of the patient community eg university partnership, Citizens Advice Bureau, Derby County Trust, Primary Care Networks.	Practice Manager	Good progress in 2019 especially with the Community Trust – but can always do more!
GP Access	Support the Care Co-ordinator to reduce the frequency of those patients who use medical services in a disproportionate or inappropriate manner	Dr DNP Singh/Care Co-ordinator	Ongoing
Patient Health & well being	Embed the SMS Information Strategy of key patient messages developing the messages to match need	Practice Manager	Ongoing
Patient Services	Working with Medicines Management colleagues introduce the new phone service for script ordering (MOLS)	Senior Receptionist	Introduced but ongoing review to ensure patient needs being met



Bumps & Babies Coffee Group

1st Thursday of every
month 12.30-14.30



حامله
نيا والدين

PREGNANT?
NEW PARENT?

ਗਰਭਵਤੀ
ਨਵੇਂ ਮਾਪੇ

Whether you have a bump or a baby, your days been
bright or blue, why not join one of our friendly volunteers

from Derby Community Parent Programme

for a cuppa and a chat?

Come and meet other parents sharing ideas,
experiences and supporting each other!



Tel: 01332 888094

Email: ripcic.dcpp@nhs.net

Derby Community Parent Programme