

The Practice



Moorland Medical Centre serves a large area of the Staffordshire Moorlands, with the majority of patients coming from Leek itself.

To meet the medical needs of the approximately 8900 patients (as of 01/11/2015) in the Practice, the Practice employs:

Medical Staff

- 5 Partner GPs
- 2 GP Registrars
- 2 Nurse Practitioners
- 1 Care Home Nurse Practitioner
- 4 Practice Nurses
- 2 HCAs and Associated Midwife
- District Nursing and Community Matron Team

Admin Staff

- 1 Practice Business Manager
- 1 Patient Services Manager
- 2 Secretaries
- 1 Senior Medical Receptionist
- 6 Medical Receptionists
- 1 Quality Control Co-ordinator

Out of the 8908 patients there are 163 registered Carers who, without payment, provide help and support for a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought about by old age. A Young Carer is defined as being below 18 who carries out significant caring tasks and by so doing shoulders a level of responsibility inappropriate for their age.

The Patient Participation Group

It is within this framework that the PPG meets and functions. The group has a written constitution with elected Chairman, Vice Chairman and Secretary. About 15 members of the Practice meet monthly with a further 30 or so “Virtual Members” who receive the Minutes and can feed comments to the main group via e-mail.

The constitution clearly states that the group operates for the good of the patients. The main objectives are listed as:

- To help and support the Practice provide better health and experience.
- To consult with the Practice and promote patient needs
- To express opinions to these groups on behalf of patients.
- To keep informed on local and national policies that affect patients

With these objectives in mind the PPG carry out a survey of patient views using a newly composed Questionnaire each year.

This year the survey was carried out during October. Members of the PPG attended various surgery sessions and oversaw the completion of the Questionnaires. A total of 257 completed forms were returned.

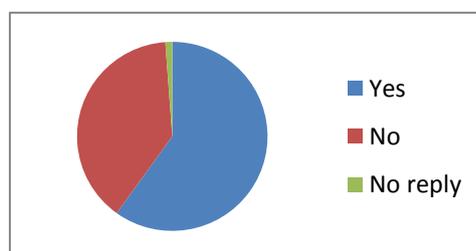
N.B. We need your comments about the services offered by the Practice so that we can represent the views of Patients effectively with Practice Management. Please contact one of the Group members (see Notice Board) or ask at Reception for the Group to be contacted.

The Questionnaire

The question this year centred on General Access, Patients experiences and Repeat Prescriptions, with special emphasis on the use and influence of IT in these processes.

1.1 When you arrive at the surgery do you use the hand sanitizer located at Reception?

Yes	154	60%
No	100	39%
No reply	3	1%

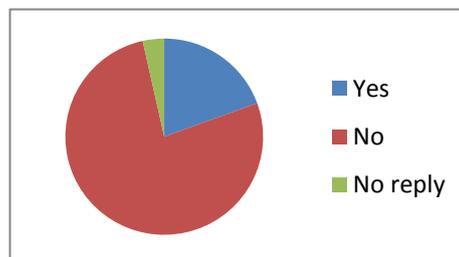


Patient Comments

Sanitizer is in the wrong place
Didn't see it.

1.2 When you arrive at the surgery, do you have difficulty using the computer signing-in screen?

Yes	50	19%
No	198	78%
No Reply	9	3%



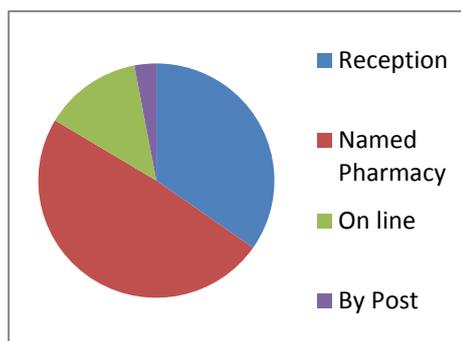
Patient comments

Often not working
 Don't like it
 Prefer to register in person

Can't see well enough (Registered blind)
 Waiting time often wrong
 Not happy using IT

2a. Please indicate how you order repeat Prescriptions.

From Reception	93	35%
Named Pharmacy	131	49%
On Line	36	13%
By Post	8	3%
Fax	0	0%



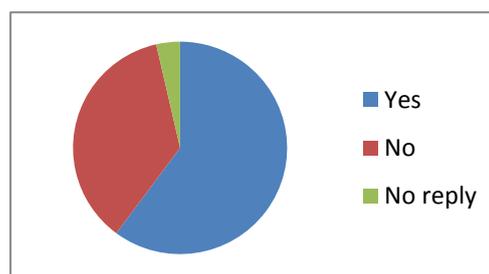
Reasons for not using On-line

Don't like using IT
 Items not always in stock
 Don't trust it
 Some items not available

Don't know how to
 Takes longer
 Didn't know I could

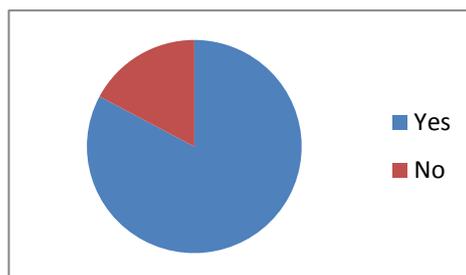
2b. Have you nominated a specific pharmacy for your electronic repeat prescriptions?

Yes	151	60%
No	91	36%
No reply	9	4%



Are you happy with this service?

Yes	125	83%
No	26	17%



Patient comments

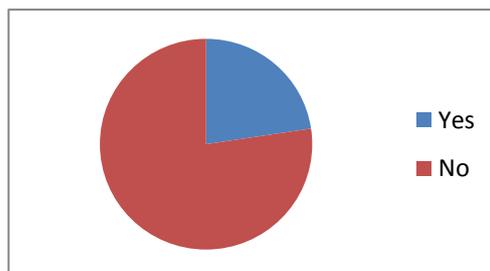
Generally works well

Have to wait too long

Split delivery (prescription not complete and patient has to return to pharmacy)

2c. Have you had a problem getting your repeat prescription in the last 12 months?

Yes	43	23%
No	147	77%



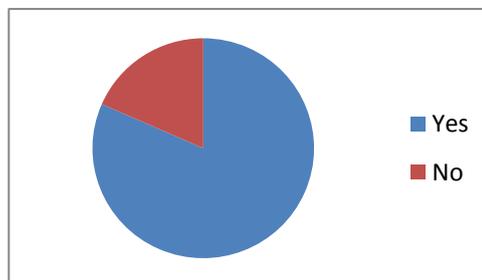
Patient comments

Not always available
Over loaded with drugs
Have to wait too long

Not ready
Would like 3 months' supply

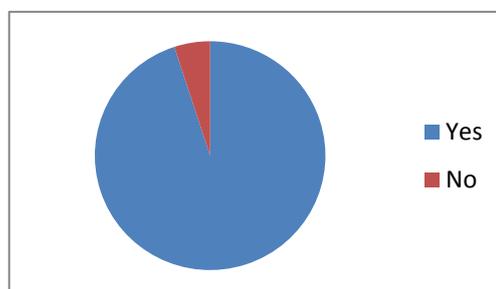
2d. Are you aware that Pharmacists can prescribe drugs for some minor ailments without reference to a GP?

Yes	177	82%
No	40	18%



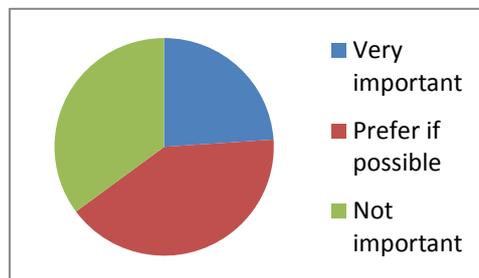
3a. Are you aware that you have a named GP?

Yes	227	95%
No	12	5%



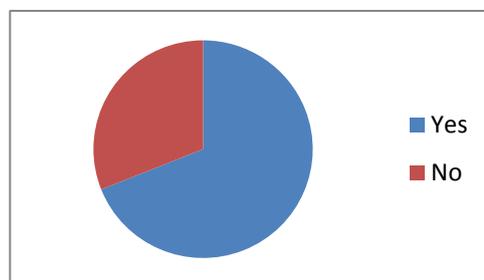
3b. How important is it for you to see your own named GP each visit?

Very important	62	24%
Prefer if possible	106	41%
Not important	91	35%



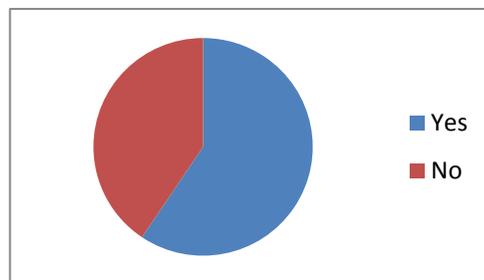
3c. If it is very important to you, are you prepared to wait for the next routine appointment with your named GP?

Yes	40	69%
No	18	31%



4. Would you be prepared to pay for a parking space?

Yes	120	60%
No	82	40%

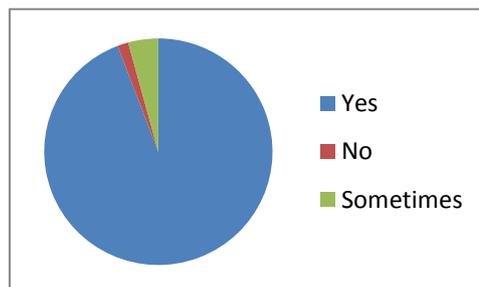


If yes, how much would you consider to be a reasonable charge for a 45minutes stay?

50p	84	70p	25	£1	15
-----	----	-----	----	----	----

5a. Are you satisfied with the service given by the Reception/Admin Staff?

Yes	243	94%
No	4	1%
Sometimes	11	4%



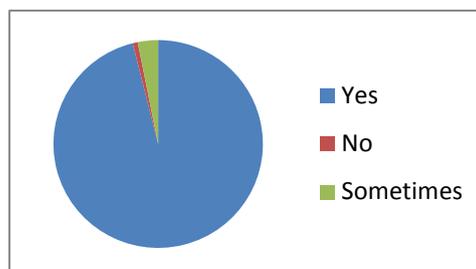
Patient comments

Very good service
 Excellent
 Long time answering the phone
 Difficulty getting appointments

Helpful
 Well satisfied
 Sometimes abrupt

5b. Are you satisfied with the treatment you have received from the Doctors/Nurses?

Yes	245	96%
No	2	1%
Sometimes	8	3%



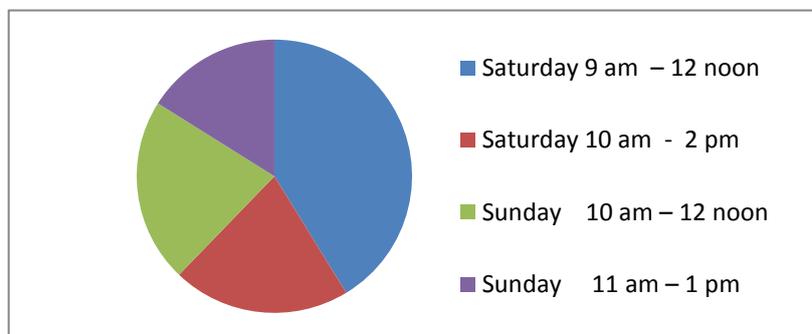
Patient comments

Very good service
 Fabulous
 Difficult to book in school holidays

Fantastic
 Excellent
 Prefer my own doctor

5c, Outside the normal hours of opening, what additional hours would you like to be able to see a local GP?

Saturday 9 am – 12 noon	144
Saturday 10 am - 2 pm	73
Sunday 10 am – 12 noon	76
Sunday 11 am – 1 pm	56



6b Which clinical services would you like to access in this GP practice that is only available at a hospital or other clinical settings?

Eye test
 Dieting advice
 A & E
 Removal of cysts

Hearing test
 Mammograms
 Diabetic
 Mental health

Podiatry
 X Rays
 Blood test
 Midwife

6 c. Do you have any further comments regarding the service and your experience at the surgery?

Brilliant service
Always good
Wonderful staff

Excellent surgery and staff
Pleasant and helpful

Superb
No complaints

Reception area crowded Difficult wheelchair access

General comments

The questionnaire has once again highlighted the continued success of the practice. The two main questions tell us that patients are very satisfied by the performance of medical staff (96%) and admin staff (95%).

On the other key issues many patients were happy with the opening hours and the general physical access to the surgery. The PPG has made strong representation for the introduction of double yellow lines in Regent Street. This follows at least three occasions recently when ambulances were delayed by parked cars. The work is expected to be done in the near future. Wheelchair access needs improving.

The request for an NHS grant for building improvement is making slow progress, but the recent Spending Review suggests more NHS money for surgeries. Until this plan goes forward access via Reception continues to be rather crowded at key times.

I.T. plays an increasing part in the administration within the practice. In August electronic prescriptions became live. This was not without its problems but seems to be settling down now. There is still considerable education needed in order for patients to have more confidence in the system. This should lead to greater use.

The process for electronic ordering of prescriptions is slowly becoming accepted. When a prescription is given in at the surgery it is automatically sent to the pharmacist of your choice. The choice can be made at the pharmacist or the surgery and then becomes your regular pharmacist where your prescriptions will always be sent. If you want to change your pharmacist you can do so at the surgery or the pharmacy but it is not expected that people will change on a regular basis. Repeat prescriptions can be ordered on line by logging in with your name and password. Medicines can be collected after two working days.

Access to the doctor can also be made on line. NHS England recommend that a proportion of routine appointments can only be booked using I.T. To do so you must be registered to the I.T. system as for prescriptions. The correct use of the doctor's time is a constant challenge. The current hours for our doctors are:

Monday	8.00am – 6.00pm and 6.30pm – 8.45pm
Tuesday	8.00am – 6.00pm
Wednesday	8.00am – 6.00pm
Thursday	8.00am – 5.00pm
Friday	8.00am – 6.00pm

We await developments in changes to doctors' hours but the questionnaire did not show great support for additional hours, provided that the 111 system and the Walk-in Centres function well.

The greater use of pharmacists is good to see. Pharmacists are to be attached to surgeries where they can be the first call. Already pharmacists have been given permission to dispense medicines for a number of common ailments. This will give more time for doctors and give pharmacists a larger role in Health Care (Think Pharmacy First). The Moorland PPG is working well alongside the medical team to promote better health and well-being.

We would like to thank the patients for their time and trouble in expressing their views. These will be used by the staff to make improvements and share good practice.

Thanks go especially to D Graham (chair), B Pickering (Vice chair) and R Williams (secretary).



STAY WELL

*Think
Pharmacy
First*

Do you normally get your prescriptions free of charge?

You don't have to see your GP. Ask your pharmacist first about free advice and treatment for a range of common ailments including;

• bites, stings, allergies and hay fever	• teething	• hæmorrhoids
• constipation	• sore throat	• threadworm
• diarrhoea	• vaginal thrush	• warts and verrucas
• earache	• athlete's foot	
	• acute bacterial conjunctivitis	

(Check with your pharmacist what ailments are covered)

Remember, antibiotics DO NOT help common winter ailments.



For more information and advice about how to stay well 'Think Pharmacy First'.
Your NHS Number will be required to receive the free medicines.

Remember to take the following information to the pharmacy with you:

- Your NHS Number or your child's NHS number
- Passport, driving licence or some other proof of who you are
- Proof of exemption from paying prescription charges.