

Patients Participation Group (PPG)

The PPG have 4 monthly meeting per year, at each meeting there is a talk, as follows:

March Amanda Brookes - Practice update

The Leg Club has 256 members and 6 nurse stations. Falls prevention clinics take place involving occupational therapists, physiotherapists, foot care practitioners (and GPs to help with reviews). Risk factors of patients who may be likely to go into hospital are being looked at to help with early identification and prevention. A Nursing home project is being conducted with a nurse attending every Monday at the nursing home.

June Sirene Cleife Podiatrist - Disorders of the Feet

A talk entitled "The Main Disorders of the Feet and Treatments Available. This was extremely well received and was followed by a question and answer session with lots of very interesting information and leaflets .

September Leg Club update

The recently made video about the BoA Leg Club was shown to the meeting participants. Dr Wyatt along with Derek Glover then discussed the great success of the club which now has 400 members.

December Kevin Gaskin Community Engagement Officer of Healthwatch Wiltshire.

Kevin Gaskin showed slides of the new Healthwatch web portal, "Your Care Your Support" which is a resource for the public and gives information about health and social care organisation www.healthcarewatch.co.uk



Bradford on Avon & Melksham Health Partnership

Practice Achievements 2015

DEAR PATIENTS

We hope you find this annual report of interest which describes what has been happening in the practice during the last year.

Practice Achievements and Awards

- In June 2015 the Practice received 'Gold Plus Award' for the work carried out with carers, for the third year running.
 - In July 2015 the Practice was awarded joint Bronze award for its Going Green Sustainability project.
- The Practice is very proud of the awards we have received this year for the Leg Club, as follows:*
- LCIP European Wound Management Association 2015, London scholarship award.
 - The Leg Club Foundation - Volunteers of the Year Award.
 - Public Health Awards to Bradford on Avon Leg Club for 'Innovations in Health Improvement.'
 - The most prestigious award was the: General Practice Awards for clinical team of the year in Dermatology.
 - Short-Listed for the Nursing Times Award - Innovation in Health Care.



New to the Practice

- **February 2015** Fall prevention clinics are taking place involving occupational therapists, physiotherapists, foot care practitioners and GPs to help with reviews of people prone to falls to assess their condition and provide treatment including exercise classes.
- **March 2015** Patient Access to Online Record Summary for patients who have access to our online services to be able to see basic information held on their medical record which includes: allergies & repeat medication.
- **May 2015** The launch of the Memory Café Supporting people living with memory problems and their carer's.
- **August 2015** Recycle your inhaler - launched by the Green Team at the Practice
- **August 2015** Electronic transfer of records for newly registered patients. 'GP2GP' enables new patients electronic health records to be transferred directly and securely between GP practices more quickly.
- **November 2016** The Electronic Prescription Service enables GPs and nurse prescribers to send prescriptions electronically to a pharmacy of the patient's choice. This helps to make the prescribing and dispensing process more efficient .

New patient information leaflets

- **March 2015** Why does the receptionist ask 'some idea of the problem'
- **July 2015** Ear Prevention & Treatment
- **September 2015** Bereavement
- **November 2015** Electronic Prescription (EPS)
- **Bi-Monthly** Practice Newsletter

Doctors Update

- Dr Clive Smith became a partner at the Practice in April
- Dr Adi Burch associate joined the Practice April
- Dr David Jones (placement Doctor) joined the practice for 12 weeks in September (after traveling and living in Canada) to return to the UK to work as a General Practitioner

The Practice welcomed the following new Training Doctors

- Registrars Dr David Atkinson & Dr Nick Ashley
- Foundation stage 2 Dr Alexander Hanlon, Dr Harriet Callaghan & Dr Mike Stoddart

Patient Awareness - Topic of Focus

Throughout 2015 the Practice publicised a "Topic of Focus" on notice boards (and the practice website) which raised awareness for the following topics

- **March** Why does the receptionist ask 'some idea of the question'
- **May** Dementia awareness
- **July** Going Green/sustainability in the surgery
- **August** Health checks (supported by the Patient Participation Group)
- **October** Breast Cancer awareness

Patient questionnaires Friends and Family Test

Following feedback received from patient surveys we have implemented the following:
Laminated fun puzzles for children in waiting rooms, monitored cleanliness of toilets, additional staff at reception at St Damian's, facility for confidential conversation poster, selection of new waiting area music & Practice literature, receptionists to notify patients of delays where possible.