

Patients Participation Group (PPG) Quarterly Meetings 2014

March

- ◆ An interesting talk was given by a specialist Cardiac Nurse (from RUH) on the topic of heart disease. The themes of the talk were: prevention, treatment & rehabilitation.
- ◆ Growing Patient Participation - the PPG worked together on "21 ways to help your practice thrive".

June

- ◆ Amanda Brookes (Business Manager), joined by Dr Heffer, gave a talk on the care of dementia patients, detailing the in-house services available to the practice.

September

- ◆ Annual General Meeting

December

- ◆ Included a talk for men on the 'Health of the Prostate' by a speaker from a support group affiliated to Prostate Cancer UK. Festive mulled wine and mince pies were provided by the surgery.
- ◆ The surgery responded to the feedback provided by the PPG earlier in the year regarding the practice's strengths, weakness, opportunities and threats (SWOT) - results of these can be found on the practice website.
- ◆ Raffle tickets were sold during the Flu Clinics. The PPG raised a staggering £1289.99 for the practice and raffle prizes were drawn at this meeting. Thank you to everyone who donated.



Patient Participation Group

In-house Practice Fundraising 2014

Every year the practice team is keen to raise money for charity and in 2014 we raised £170.14 for Ovarian Cancer (Jan 2014), £150.00 for Jeans for Genes (Sept 2014) and £50.00 for The Macmillan Coffee Morning (Sept 2014)



Bradford on Avon & Melksham Health Partnership

Practice Achievements 2014

DEAR PATIENTS

We hope you find this new annual report, which describes what has been happening in the practice during the last year, of interest. We would very much welcome your feedback on this and any other areas of the service we provide. Having your say provides us with positive and constructive feedback which enables us to make changes and improvements to the practice.

We appreciate all our patients giving their time and effort during 2014 by completing the following questionnaires:

- ◆ Waiting room music preferences (Jan 2014)
- ◆ Annual GP survey (Feb 2014)
- ◆ Young Person questionnaire (July 2014)
- ◆ Waiting area/reception questionnaire (Dec 2014)
- ◆ Friends and Family Test (Dec 2014)

The results of all the questionnaires can be found on the practice website www.boamhp.co.uk

In September 2014 we were thrilled to receive feedback from a 'Young Person Mystery Shopper' who highly recommended the 'No Worries' service.

If you are interested in joining the Patient Participation Group please visit the practice website or complete a registration form at reception.

Dr Gough & Partners

New Services and Clinics

In 2014 new roles were created in the practice to support Health and Social Care. These include, an Integrated Services Team Leader, an Acute Home Visits service and a Care Co-ordinator for Dementia Care. The practice has also developed the following new services:

Nursing Home Project

The team has introduced an improvement programme that focuses on quality of care at residential and nursing homes which improves communication between nursing home staff and NHS organisations.

Vulnerable to Admissions/Post Discharge

Supporting those patients most at risk of admission or who are going through post discharge, as well as enabling patients to live in their own homes.

Dementia

Dementia Care co-ordinators able to do home visits. These visits can include a carer's health check as well as supporting patients with dementia. In 2014 practice staff also underwent training towards becoming a "Dementia Friendly Practice".



Leg Club

The "Bradford Branch" has since become the first Leg Club in the country to be led by GPs and staffed by specialist leg ulcer practice nurses. The Leg Club also includes:

- ◆ A support worker from Great Western Hospital Integrated Team who is training and working with the Leg Club Nursing Team.
- ◆ Health Trainer - Kerri-Ann Harmer attended to support patients/members with lifestyle changes.
- ◆ 'Get Wiltshire Walking' volunteers take Leg Club members walking every Tuesday morning.
- ◆ An Arts Facilitator worked on a static creative arts table.
- ◆ A foot care practitioner visits to deliver foot care.
- ◆ "Active Health" is providing a regular Falls & Balance class.

New to the Practice

- ◆ In June 2014 the surgery was delighted to be presented with a GOLD PLUS award (the highest award) for the work it does with carers.
- ◆ Extensive building alterations have taken place at St Margaret's Surgery (BOA) to create a dementia friendly approach and there is new signage at St Damian's Surgery to welcome new patients.
- ◆ Offering patients the opportunity to receive correspondence from the surgery by e-mail.
- ◆ Electronic transfer of new patient records from GP to GP.
- ◆ New disability awareness representative Andrew Zuk.
- ◆ Two new Nurse Practitioners assisting with home visits.

Doctors up-date

- ◆ Dr Robert Allen replaced Dr James Gordon in August 2014.
- ◆ Four new Registrars joined the practice in August 2014: Dr Ruth Barnes, Dr Antonia Wrigley, Dr Charlie Kenward and Dr Mike Claydon.
- ◆ The practice also welcomed six Foundation Stage 2 Doctors who throughout the year remained each with us for 4 months at a time as part of their GP training.

Patient Awareness - Topic of Focus

Throughout 2014 the practice created a "Topic of Focus" displayed on notice boards and the practice website which included raising awareness of:

Asthma in the cold - Over 35s blood pressure - Stop Smoking advice - Have you booked your flu & shingles vaccine?
Pneumonia vaccinations - Only order what you need (Prescriptions) - Are you a carer? - Care Data Programme.

New patient information leaflets

St Damian's Surgery - Disability Awareness - No Worries - Have Your Say - Email communication - Bi-monthly newsletters - Flu.