



Dear Patient Participation Group Member

It has been sometime since we have met face to face and all the practice staff at Oakenhall hopes that you are keeping well. The Covid-19 pandemic has completely changed our usual daily working practices – we have had to implement new ways of working and learn this in a very short space of time. Our priority is to deliver good patients care in a safe environment, whilst ensure all our practice staff are also able to work in a safe manner.

I have spoken with the PPG Chairperson and we both agree at the present time, that a face to face meeting would not be sensible, not every person has availability to a computer, internet, or broadband so a virtual (meeting using Microsoft Teams on the computer) meeting would not be available to all, therefore it was agreed that a newsletter detailing changes that the practice has made over the last few months to make a safer practice environment and an agreed action plan from the National GP 2020 survey which was conducted prior to the Covid-19 pandemic:

- In line with NHS England guidelines the practice moved to GP/Nurse telephone/video (where the patient is able to do this) consultations, where appropriate and continued with face to face consultations where needed.
- The practice continues to pre-screen all patients prior to entry to the practice for Covid-19.
- The practice continues to provide annual reviews of chronic diseases, blood testing, blood pressure checks monitoring, all childhood and adult NHS England recommended immunisations and cervical smear screening.
- The practice continues to provide a full written prescription requesting system, but changed the internal prescription request box to the Portland Road Door letter box (secure and contained box) in order to promote the 2 metre distancing measures. All prescriptions continue to be sent electronically to the patient's nominated pharmacy.
- The practice promoted the use of online prescription requesting by the Practice's patient computer online services or with the NHS App.
- The practice has been enabled with systems to send fit for work certificates electronically to patient's mobile phones.
- The practice has communicated changes by mobile phone text messages, to ensure all patients are kept informed of these and the new ways of working.
- The practice has continued with monthly (virtual) meetings with our Community Teams to continue to manage and support our patients and their medical care.
- Practice staff, who are required to follow government guidelines continued to work from home, although, this has meant the practice has had less staff in practice over the last few months. Practice staff made changes to their annual leave to ensure the

practice continued to deliver patient care and we are very grateful for this – All the practice staff have and continue to work above the “call of duty”.

- The practice developed a web page dedicated to Covid-19/Coronavirus and regularly updated this with new or changing information, as this became available.
- The practice continues to promote Carer information and signposting – the practice has a dedicated webpage on the practice website: [www.oakenhallmedicalpractice.co.uk](http://www.oakenhallmedicalpractice.co.uk). The practice Carer Champion (Nurse Miller) and I have met virtually with Nottinghamshire Carer Hub to review, how we provide information and health promotion to our patients and their families who they care for. We would be grateful if all our PPG members would also promote, that we provide this service, to others.

2020 has been a challenging time for all practices and no doubt the management of the flu clinics is one of the biggest challenges. We have now provided three clinics, for our patients who are over 65, under 64 years of age and have a condition which the flu immunisation is required or a child aged 2 and 3 years old. All the three clinics were held with 2 meter distancing measures and a one way flow through the practice. Practice Staff have received many compliments from patients on how the flu clinic had been managed.

Feedback from National Patient GP Survey 2019 Agreed Action Plan:

Action Agreed	Implementation/Feedback
Availability of Patient Messaging system within Practice Computer System – online consultations to improve patient access.	The NHS App – Patient Knows Best has now been implemented and patients are now utilising this
Music in the Waiting room – to aid confidentiality	The practice has purchased a music system and music is now played in patient reception waiting room
Book Shelf in Waiting Room for magazines and children books instead of table.	Book shelf has been purchased, but magazines and books have been removed due to Infection and Control advice during Covid-19 pandemic
Monthly Health Waiting Room Promotion	This has been postponed – due to Covid-19 Pandemic.

National GP Survey 2020

Of 308 surveys sent out (prior to Covid-19) 129 were returned (Completion rate 42%)

Summary of results:

Where patient experience is best:

- 95 % of respondents took that appointment they were offered (Local CCG average 94%. National average: 93%)
- 93% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last General Practice Appointment (Local CCG average 94%. National average 93%)
- 73% of respondents were satisfied with the type of appointment they were offered. (Local CCG average 74%. National average 73%)

Where patient experience could improve:

- 46% of respondents describe their experience of making an appointment as good (Local CCG average 67%. National average 65%)
- 37% of respondents were offered choice of appointment when they last tried to make a general practice appointment. (Local CCG average 61% . National average 60%)
- 31% of respondents find it easy to get through to this GP practice by phone (Local CCG average 67%. National Average 65%)

It was discussed that improvement this year, should focus on access to the telephone and appointments.

The practice has already increased the number of clinicians from three to four each day with the recruitment of our Nurse Practitioner in May 2020. The Nurse Practitioner now offers 145 additional appointments for patients requiring urgent on the day medical advice each week. The Nurse Practitioner also offers appointment in our Extended Hours commitment between 7.30 – 8am on a Tuesday and Wednesday, dedicated health reviews of our patients with a Learning Disability and provides weekly reviews of our registered patients residing in local care and nursing homes.

The PPG chairperson, commented that in view of the Covid-19 pandemic that an in house practice survey should be postponed until events are more stable and that the survey will focus on patients opinions for patient access to appointments and the telephone.

In the meantime the following Action plan for 2020 to 2021 has been agreed:

Action Agreed	Implementation
Recruitment of additional Health Care Assistant	Primarily to increase access to blood test, blood pressure and dressing care appointments. This will release appointments from our other Healthcare Assistant and Practice Nurses to dedicate to other areas of patient care.
Review of online appointments, online consultations and telephone access	To review January 2021 or as Covid-19 pandemic allows; addressing improvement in systems.

Please feel free to contact me with any comments or feedback – Thank you.

Kind regards

Lisa Ellison  
Practice Manager