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IMPROVING ACCESS FOR YOU **Scottish Primary Care Collaborative Improvement Programme Wave 5**

It is one year since Carden Medical Centre agreed to participate in the above initiative which is designed to improve patient access to a Primary Health Care professional and in this instance improve outcomes for people with a diagnosis of Chronic Obstructive Pulmonary Disease (COPD), including Asthma in years one and two and Chronic Kidney Disease (CKD) in year two. This is part of a national improvement Programme that will run for a period of 24 months. We have been gathering data over the last 12 months that will map patient demand for appointments. This will allow us to match the demand with supply and should result in an improvement in terms of the amount of time a patient has to wait to get an appointment. We have also been gathering data that will help us to improve outcomes for people with COPD.

You may have been asked for your opinion on different aspects of your experience at Carden Medical Centre, for example, whether or not you got the appointment you wanted on the day you wanted it. If you have provided any information we are very grateful to you as without your help, we will not achieve our objectives.

Another measurement of improvement is to look at the number of days to the 3rd available appointment for each doctor. This is a measurement to tell us how long it takes for you to get a pre-bookable appointment. We started off at 12 days at the beginning of the programme and we are now down to 6 days. Our aim is for you to be able to get an appointment within 2 days.

The measures we have introduced to bring about this improvement are:-

- ◆ The implementation of an automated telephone system.
- ◆ Alternating Doctors administration sessions
- ◆ The visiting doctor sees 2 patients in the surgery before going out on visits each day
- ◆ Each doctor has added in an extra appointment to his/her afternoon session each day
- ◆ We have trained one of our reception team as a Phlebotomist and she does 2 sessions a week which releases appointments for the nurses. This allows the doctors to refer appropriate patients to the nurse, thereby freeing up doctors' appointments.
- ◆ We have changed the bookable appointments in the afternoon to the end of the session rather than the beginning of the session, which means that appointments can be booked in advance after 4.00 p.m.
- ◆ One of our GP's starts her surgery earlier which means that there are some lunchtime appointments available.

It would be interesting to know if you have noticed a change in the ability to get appointments, we would welcome your comments.

Over the next 12 months we will be concentrating on improving outcomes for people with Chronic Kidney Disease, as well as continuing our work with COPD patients.

There are leaflets available in the waiting room about the Scottish Primary Care Collaborative Improvement Programme if you would like further information.

We will keep you updated on progress and hopefully you will see more benefits in the near future.

Attached community team

The community team includes 11 members of staff who are employed by NHS Grampian or Aberdeen City Council although they are attached to Carden Medical Centre.

The Health visitors are Sylvia Beedie, (Team Leader) and Nicola Dickie, both work full time and deal mainly with children under 5 and their families although they are available for support for any patient with disabilities. The health visiting team also have a remit for the elderly, Alison Crawford and Jacqueline Allen are community nurses with the team who visit and support the over 75's and will contact anyone who has recently been in hospital.

The health visiting team can be contacted on 01224 846677, Monday-Friday 8.00am until 4.30pm and are based at the surgery. The ansaphone is checked for messages several times each day.

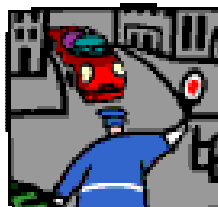
The district nurses are Frances Johnston and Marian Corsie-Frances works full time while Marian works Mon-Thursday. Karen Gallacher is a community nurse while Maureen Clark works as a nursing auxiliary with the district nurses. They visit housebound people who need nursing, and can be contacted on 01224 846680, Monday-Friday 8.00am-4.00pm and the ansaphone will be checked early morning and in the afternoon as the nurses are usually visiting during the morning.

Also within the community team we have two City Council staff-Alison Ewing, Care Manager and Ruth Turnbull Occupational Therapist. They are currently based at Denburn Health Centre but we hope will be re-located here to Carden House in the near future. Alison can be contacted on 01224 555264. Care Managers are involved in assessing for and arranging care services for vulnerable adults.

Ruth can be contacted on 01224 555376 and as an occupational therapist is involved in the assessment and treatment of people of all ages with a disability to enable them to remain as independent as possible within the community.

Car Park

A number of patients have brought to our attention that they have difficulty getting a parking space in the car park. We do our best to 'police' the car park in terms of people using the car park when they are not visiting the practice, but as we do not have a permanent car park attendant, it is sometimes difficult to do. We would ask you to notify the receptionist if you feel someone is parking in the car park and not visiting the practice and we will put a note onto their car. Thank you.





It is with great sadness that we say goodbye to Dr. Euan Mackenzie and Dr. Lee Smith. Dr. Mackenzie, who has been with the practice for nearly four years, is moving on to work at Woodside Medical Practice and we wish him all the best for the future.

Dr. Smith who has also been with us for nearly four years is celebrating the birth of her baby daughter Evie Charlotte, unfortunately for us, the entire family are moving to Canada in June. We wish them a fond farewell and good luck in the future.

We welcome Dr. Cath McLaren who has joined us to replace Dr. Smith.

Dr McLaren grew up close to Stonehaven and attended Aberdeen University Medical School where she graduated in 1999.

After working in various hospital jobs in Aberdeen, Dr McLaren completed her GP training at a local practice in Aberdeen in 2007. Dr McLaren works part-time and her clinical interests include minor surgery and womens health.

Until we find a replacement for Dr. Mackenzie, there will be a number of locums providing sessional cover, namely, Dr. Raza Hyder and Dr. Rita di Mascio.

We are sad to say we are also losing one of our recently employed Treatment Room Nurses, Heather Cruickshank and one of our Reception Team, Paula Hutchison. We wish them both well in their new positions.

Phase II

As you may have noticed, work on the ground floor of the old building is now complete. The management and administration teams have moved from the first floor to the ground floor which is accessible from behind reception. The 1st floor will be occupied by the community staff only and there will be unlet space for which the owners of the property, Medical Centres Scotland will find a suitable tenant.

Over the next couple of months, the original Carden House, will be getting a facelift. The building will be pointed and painted and the railings that were recently damaged will be repaired. We hope this does not cause too much inconvenience.

NEW CREDIT/DEBIT CARD MACHINE

Here at Carden Medical Centre we are always looking for ways to make the lives of our patients easier. To help with payments of letters etc. requested by patients, we have decided to install a new switch debit/credit card machine at the reception desk. This machine is now ready for use and we hope it will help make the processing of payments that little bit easier.

Patient Experience:

As many of you may know, we ask a random sample of patients to complete a questionnaire every year, which is designed to show us what we are particularly good at and where we can improve.

The results from the questionnaire for 2006/07 have been analysed and following is a synopsis of the results for your information. We have also placed this information on the notice board in the waiting room.

This questionnaire sampled 232 patients, which represents 2.8% of our current practice population. 42% of respondents were in the 16 – 39 age cohort, 33% were aged between 40 – 59 and 24% were over 60.

Of the respondents, 58% describe themselves as employed, 21% as retired 8 % unable to work due to long-term illness, 4% in education and 4% looking after the home/family. 2% of the respondents were unemployed or job-seeking.

The results show that patients are very satisfied with the reception team, with the satisfaction mean score increasing on last year over the benchmark. The reception team has seen many changes over the last 12 months and they are to be complimented for the professional way they continue to carry out their duties and the caring, helpful manner they display to patients

The Doctors should also be complimented once again as the patient experience has been a positive one particularly in relation to how well the doctor listens, the doctors care and concern, questioning, patience, the explanations, time spent etc.

There are only 5 areas this year that we have not reached the benchmark, compared to 7 last year. In 2006/07, we envisaged that participation in the SPCC Wave 5 programme (see separate article) would improve patient satisfaction ratings in terms of indicators that are influenced by our appointment system. This has been accomplished in two areas i.e. Patient's satisfaction with opening hours and availability of any doctor. These areas exceeded the benchmark this year, but did not in 2006/07.

We have still not achieved the benchmark for continuity of care, despite the difference between the mean score and the benchmark reducing from 15% to 9%. We still feel this is a particularly difficult area to address, especially where a Doctor only works part-time and patients view continuity of care as seeing the same Doctor all the time. However it is something to be acutely aware of and to look at ways of improving this experience for patients.

In last year's report, we identified our priorities for the following 2 years as,

1. Look at practice opening times and adjust if necessary
2. Match supply of appointments with demand from patients
3. Improve patient access

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Patient Experience (cont)

With the implementation of the changes as outlined in the 'Improving Access for You' article, we have gone some way to matching supply with demand and improving patient access. While opening times have not been adjusted, appointment times have been adjusted to provide lunchtime appointments.

Following on from last year's priorities and taking this year's results into consideration, we have identified the following priorities for the next 2 years:-

1. Continue to match supply with demand and reduce 3rd available appointment to 2 days within 12 months
2. Devise and implement contingency plans for doctors holidays and sick leave
3. Improvement of signposting techniques to direct patients to the most appropriate clinician.
4. Train our Phlebotomist as a Health Care Assistant to free up nurse appointments
5. Discuss measures to improve the patient experience of continuity of care
6. Discuss measures to improve the patients' ability to understand and cope with their problem after visiting the doctor and their ability to keep healthy after visiting the doctor.

There is no overall satisfaction rating again this year. However if we take the number of indicators where the benchmark has been exceeded as a percentage of the total number of indicators, patients were satisfied to such an extent that 74% of the benchmark figures were exceeded, compared to 63% last year.

If you require any further information, please do not hesitate to contact me.

Lorraine McKenna, Business Manager.

Please visit the practice website at www.cardenmedical.com for more information about the practice and related websites.

If you have any comments or suggestions please let us know by contacting reception.