

Wychbury Medical Group

An overview of our practice:

CQC inspection

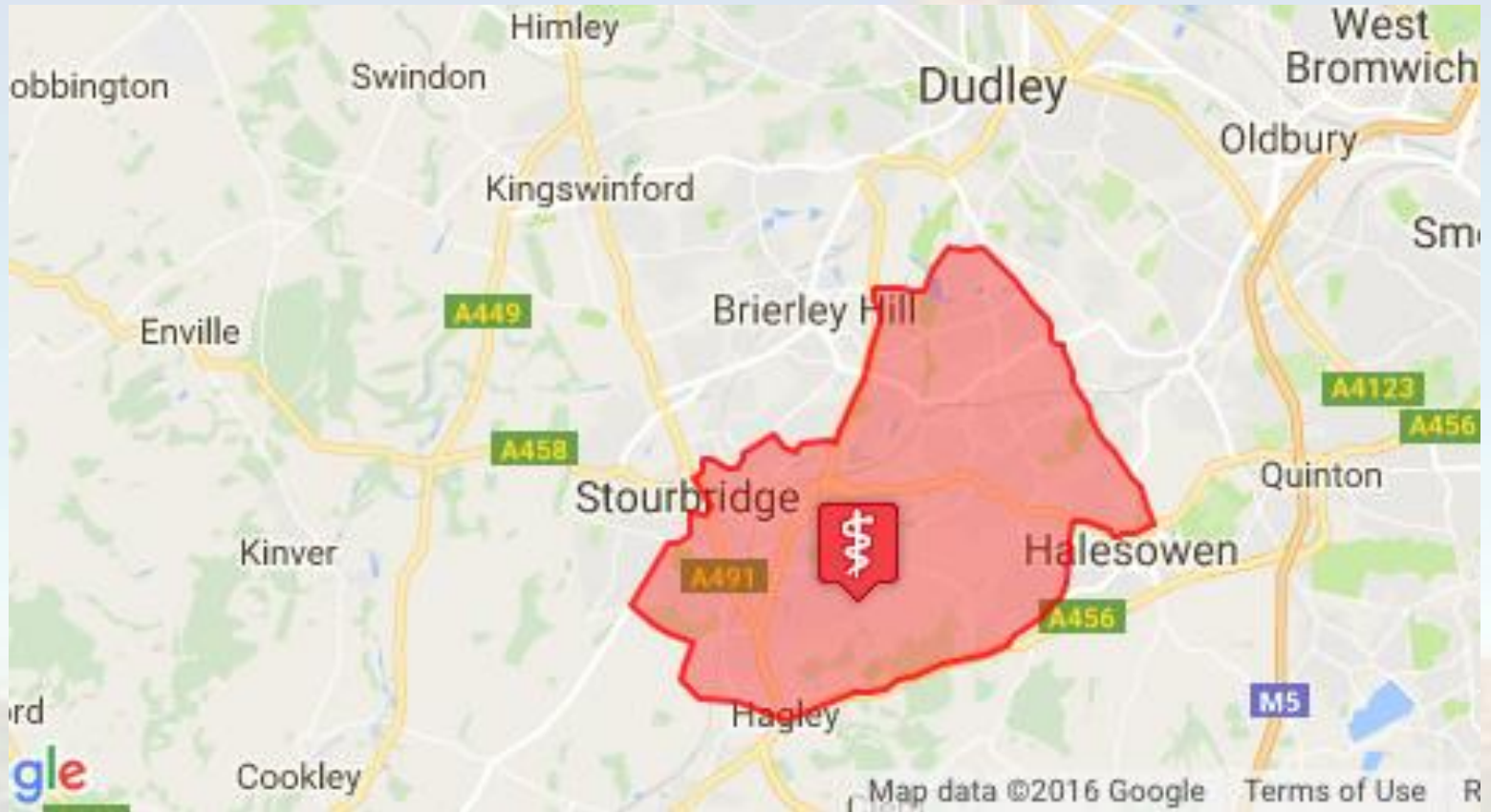
Dr Adam Hardie

16th August 2016

About us

- Approx. 21500 patients registered. 2nd largest practice population in Dudley CCG
- 3 sites but with a 'one practice' philosophy
 - Wychbury Medical Centre
 - Cradley Road Medical Practice
 - Chapel House Surgery
- Diverse patient population over a relatively large geographical area
 - Mainly White British ethnicity with some pockets of ethnic minorities
 - High deprivation levels
- Efficient and well organised admin team
- Long established practice with a stable partnership
- Forward thinking, proactive about improving patient services
- Well established PPG

Practice area



Partners

- Dr S Hyne
 - Senior partner
 - CQC nominated manager
 - Diabetes lead
 - Deputy safeguarding lead
 - GP Trainer
- Dr D Hegarty
 - Caldicott Guardian and IG lead
 - Minor surgery
 - CCG chair
- Dr S Anderson
 - MH lead
 - Safeguarding lead
 - Drug misuse lead
- Dr K Hegarty
 - Urogynae clinic
 - Cancer GSF
- Dr S Coates
 - GP Trainer
 - Prescribing lead
- Dr S Tunmore
 - GP Trainer
 - Induction lead
 - Non-cancer GSF
- Dr A Hardie
 - F2 clinical supervisor
 - Injection clinics
 - Research lead
- Dr R Willetts
 - IT lead
 - CCG locality lead

Other Teams

- 5 salaried GPs
- 4 ANPs
- 6 practice nurses
- 2 HCAs
- Management hierarchy
- Around 60 non clinical staff

Access to services

- Open all day Mon-Fri 0800-1830 plus 4 extended hours surgeries per week (0700-1930)
- Pre-bookable appointments up to 4 weeks in advance
- ANP appointments for on the day demand
- Duty Dr
- Telephone consultations
- Double appointments

Where we are now

- Strive for the highest quality primary care services
 - Robust SEA/complaints procedure
 - Pilots
 - Access
- We are passionate about training and education
 - Training practice for Dudley VTS
 - Newly appointed F2 training practice
 - Undergraduate teaching practice
 - Nurse training

5 KEY QUESTIONS

A tall, thin, golden tower or monument stands on a grassy field under a clear blue sky. The tower is the central focus of the image, with a small, dark, rectangular structure at its base. The background is a vast, open landscape with a clear horizon line.

Safe

- SUI/complaints procedure
- Emergency equipment monitoring and training
- Dealing with on the day appointment demand
- Safeguarding
- DBS checks
- MHRA alerts
- Guidance embedded into policy
- Appraisals and mentoring
- GP induction

Effective

- QoF and LTC framework – adapting to change
- Patient survey scores/online reviews
 - Ongoing work to improve access
- Monthly MDTs for 2% and GSF with systems to identify and act upon unmet patient needs
- Audit
- Close links with CCG
- Research site

Patient Survey Results

- **81%** satisfied with our opening hours
 - National average 76%
- **88%** describe overall experience of the surgery as 'good'
 - National average 85%
- **82%** would recommend the surgery to someone new to the area
 - National average 78%
- **90%** extremely likely or likely to recommend the practice to friends and family
 - National average 88%

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Caring

- Chaperones
- Interpretation service
- Accessible Information Standard
- Identifying carers (LTC template should augment this)
- Charitable work
- Patient library

Responsive

- IT – online booking and prescriptions management, EPS, dictations
- Appointment booking system (extended hours, telephone consultations, flexible slots, ANPs)
- Complaints process and responding to risk (SUI meetings)

Well-led

- Shared vision
- Well defined hierarchy
- Mandatory training (Bluestream)
- Several meeting types
- Strong CCG presence
- Productive General Practice



OUR SPECIFIC POPULATIONS

Older People

- Admission avoidance enhanced service
 - MDT
- Regular care home visits
- Named GP for each care home
- LTC framework and disease reviews
 - In house and domicillary

People with long term conditions

- Disease specific review clinics
- Call/recall system
- Well qualified and cohesive nursing team with individual subspecialisms
- Enhanced diabetes care
- Opportunistic reviews
 - Medication review system
 - Repeat prescription monitoring
- GP leads oversee specific clinical areas
- Expert Patient Program

Families, children and young people

- Baby clinics
- Immunisations policy
- HV attends monthly clinical meetings to discuss cases
- New pilot for children's MDT for complex cases
- Contraception service
- Triage system

Working age people

- Extended hours surgeries
- Online access
 - Appointments
 - Prescriptions
 - Records
- Flexible appointment system
- Electronic prescription service
- Open nurse clinics
- Saturday flu clinic

Vulnerable people

- Safeguarding processes
- Awareness and adherence to MCA 2005
- Child protection alerts
- Domestic violence notifications
- Continuity for frequent attenders
- Working with partners – Integrated plus

People with poor mental health

- Annual physical reviews for patients with severe mental health problems
- Dementia screening clinics and reviews
- MH MDT pilot
- GP Lead
- Bigwhitewall/kooth

Quotes

- ‘Staff at the practice were united in their desire to improve patient experience’
- ‘[The meeting] showed out of all the practices that we were the most efficient at prescriptions and very much ahead compared to other surgeries’
- ‘Thank you for all the improvements you have made’
- ‘The use of patient representatives was a clear success for both the practice and the PPG’
- ‘It was apparent that there was a practice-wide shared purpose of improving services for patients with many non clinical staff perceiving it to be a social duty to interact with their elderly patients’

- All quotes taken from ‘Service Improvement in General Practice: The Wychbury Medical Group Experience’ 2014

Room for improvement

- Premises
- 3 site working
- Medical staffing
- IT
- Funding

Summary

- What we're good at:
 - High quality accessible primary care
 - Educational ethos
 - Strong teamwork
 - Robust management
- Room for improvement
 - Premises
 - IT

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"Let's try two apples a day and see how that goes."

Questions???