

Patient News

August 2024



THE FOREST PRACTICE
STRATFORD HEALTH
CENTRE



Dr Anil Shah

Clinical Director | GP Principle

Since our last update we have just seen a change in Government. At present it is very much 'business as usual' but I am sure we will see some changes to the Primary Care way of working in the months ahead.

I would like to thank our patients who submitted a survey as part of the National GP Patient Survey. Our overall results are really encouraging and of course we will be reviewing the full detail and working on an Action Plan to focus on our opportunities too.

Further details are contained within this update and the full survey is available (details provided)

Do more with the NHS App!



NHS App

- 🔑 Order repeat prescriptions
- 📅 Book appointments
- 👁️ View your records

And much more...

With The NHS App

- ✓ Order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- ✓ Book and manage appointments
- ✓ View your GP Health record
- ✓ Register your organ donation decision
- ✓ Choose how the NHS use your data
- ✓ View your NHS Number
- ✓ Access recent test results

Get the NHS App



In this Update

National GP Patient Survey 2024

The Role of a Physician Associate

Business Continuity - What we do when things go wrong

British Medical Association – Industrial Action

GP PATIENT SURVEY

Published July 2024

Every Year, NHS England commission a market research company, Ipsos, to conduct a survey of all GP Practices in England and Wales. The surveys are sent randomly to circa 5% of patients to assess a number of key areas including; ACCESS TO THE PRACTICE AND APPOINTMENT AVAILABILITY, RECEPTION TEAM SERVICE, EFFECTIVENESS OF THE CLINICAL TEAM AND OVERALL EXPERIENCE. Each Practice is benchmarked against its local areas (In our case North East London) and compared against the UK Average.

We thank all of the patients that took part, and are pleased that many of our key indicators were above our area and National average results

Stratford Health Centre 79% of patients describe the overall experience as GOOD

(UK National Result 75% / North East London Practices 68%)

 20 Key Questions

 124 Respondents


 9 Above UK Average

 14 Above NEL Average

The Forest Practice 84% of patients describe their overall experience as GOOD

 20 Key Questions

 111 Respondents

 12 Above UK Average

 16 Above NEL Average

We, of course, have opportunities that we have identified and our teams are working on a detailed Action Plan to address these.

The Full survey can be accessed by clicking below:

Click on this
LINK

[GP Patient Survey \(gp-patient.co.uk\)](https://gp-patient.co.uk)

The Physician Associate Role

Recently there has been increased negative media coverage about the role of Physician Associates (PA's) in General Practice. We have an established team of PA's within our Practices as part of our allied healthcare team and we have stringent processes in place to support the team.

It is a condition of employment that a PA must be registered on the PAMVR - the Physician Associate's Managed Voluntary Register

Every Physician Associate is allocated a named GP Supervisor who takes responsibility for mentoring, monitoring, coaching and supervising the individual - this includes:

- ✓ *Agreeing and recording the individuals 'scope of works' - essentially identifying their role and responsibilities within the organisation*
- ✓ *Being available to support the PA prior, during or post any patient consultation or support any queries with regards to clinical workflow which includes pathology results and clinical documentation from secondary care*
- ✓ *Identifying and support 'CPD' opportunities - this is an 'continued professional development' which can assist the PA in building their scope of works for the future or developing advanced clinical knowledge on a particular clinical speciality (e.g. diabetes)*
- ✓ *Carrying out 'consultation audits' - these are documented reports on a selection of consultations that the PA has conducted - these are viewed by the GP Clinical Supervisor and appropriate feedback / recognition / learning opportunities identified.*
- ✓ *The GP is available to the PA at all times as and when required with structured review time built in within their schedule. We also encourage peer to peer reviews and regular peer review meetings also form part of the monthly schedule*

PA's make clinical decisions within their 'scope of works' and through discussion with their Named GP Clinical Supervisor

A significant part of the PA roles involves the use of structure templates supporting the management of long-term conditions. This includes clinical reviews such as: Asthma, Diabetes, Chronic obstructive pulmonary disease (COPD), Mental health, Depression, Frailty and Learning disabilities

Any onward referrals to secondary care goes through an 'Advice First' pathway, where a secondary care consultant would review the need for an onward referral and provide the appropriate follow-up advice.

Remember 'Patient Choice' – if you do not want to consult with a PA – please tell us

GP Practices – Industrial Action supported by the BMA



In June, GPC England (General Practice Council), opened a ballot for GP Partners to vote on taking collective action over the underfunded and overstretched GMS (General Medical Services) NHS contract, and the outcome was a resounding YES.

Partners will be able to choose which action their practices will take as they see fit. This action will not be strike action nor should it breach the contract any practice holds with NHS England.

Dr Anil Shah on behalf of Stratford Health Centre and The Forest was one of the minority GP Partners VOTING AGAINST COLLECTIVE ACTION

**Protecting
our Service
when things
go wrong...**



We wanted to reassure you that we have careful and detailed planning in place to support our Practice operation when things go wrong. On Friday 19th July 2024, there was a worldwide ‘Global Tech Meltdown’ – this had a serious impact on airlines, the NHS, banks and retailers in the UK.

For us, we had no access to our medical records system or appointment book, could not send prescriptions electronically to our pharmacy partners and could not process referrals or access and view pathology results.

We were able to implement our ‘Business Continuity plan’ and operate manually, still able to see patients and still able to issue manual prescriptions. By midday the following Monday we had also updated all of our patient records and processed all of the referrals and outstanding electronic prescriptions.

More recently we had additional planning in place to support the risks posed from the racially motivated rioting, looting, violence and intimidation threats across the UK – our aim was to ensure we protect our team, our patients and our service.