

THE EMMETT CARR SURGERY PATIENT PARTICIPATION GROUP MEETING
THURSDAY 11TH APRIL 2024

PURPOSE OF THE GROUP

The purpose of the group is to discuss the service offered by the practice and any improvements that could be made to the service. This Group should not be seen as a complaint platform. As per patient confidentiality not personal issues should be discussed. Everyone's views must be listened to and respected No discrimination will be tolerated.

Unfortunately, no members attended a face to face meeting, we have and therefore decided to put together an information sheet on the agenda points that were to be discussed.

Using the email address below please have your say with any suggestions, input, or feedback. We hope to see some members at the next face to face meeting on Thursday 11th July 2024 @ 18.45hrs

ddicb.emmettcarr@nhs.net

NEW TELEPHONE SYSTEM

A new upgraded telephone system was installed at the practice on the 15.2.24 to meet the contractual requirements required by NHS England.

The new system is a cloud-based offering patients a call back service whilst keeping their place in the queue, all the incoming and outgoing calls from all telephones in the practice are recorded and would normally be held for review for approx. 30 days for training and monitoring purposes. A comprehensive reporting package providing live information regarding the number of calls taken and made by the practice each hour, day and month, the average length of time that each call takes including the average answering time. A full audit of each call incoming and outgoing from the practice including the options provided to the caller and the call disconnect information.

The reporting system enables the practice to collect data to understand practice activity including variations over the days of the week and time of day/year and wherever possible match the capacity to the demand by increasing rotas.

Here are a few statistics for this month:

Calls taken and received in the past 30 days = 30110

Peak time number of incoming calls = 57

Average handling time for a call = 2.2 mins

PRIMARY CARE NETWORK GROUP

The practice is part of the North Hardwick and Bolsover Primary Care Network Group (PCN) which is an NHS Collaboration between 7 GP Practices – Castle Street Medical Centre, Craggs Health Care, Creswell & Langwith Medical Centre, Emmett Carr GP Partnership, Friendly Family Surgery, Shires Healthcare and Welbeck Road Health Centre. These practices are working together to provide extended services.

PCNs build on current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactively providing care for the people and communities

they serve. PCNs usually have a 30-50k population and are geographically contiguous.

Dr Hazel McMurray is the Clinical Director for the PCN

We work collaboratively wherever possible to deliver services such as Extended access Service, First Contact Physiotherapists, Social Prescribers, and clinical pharmacists.

Clinical Pharmacists

Clinical Pharmacists provide a number of clinical and administrative services including carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach on behalf of the PCN.

www.northhardwickandbolsoverpcn.gpweb.org.uk/pcn-services/clinical-pharmacist-service

First Contact Physiotherapists

First Contact Physios allow patients to receive input from an expert in the first instance. First contact physiotherapy services provide advanced physiotherapy services which can manage and treat musculoskeletal problems which means you may not need to see a GP.

www.northhardwickandbolsoverpcn.gpweb.org.uk/pcn-services/first-contact-physiotherapy

Social Prescribers

Social Prescribing is a free holistic support service available to all patients 18yrs and over, that aims to improve health and wellbeing in a person-centred way. Your Social Prescribing Link Worker will help you to explore and plan a pathway to help you lead a healthier lifestyle. They will help build confidence and motivation, promote behaviour change and set agreed goals to keep you on track.

www.northhardwickandbolsoverpcn.gpweb.org.uk/pcn-services/social-prescribing-service

Young Person's Social Prescribers

This service is provided by a team of social prescribing link workers working for Chesterfield Football Club Community Trust.

They provide person-centred support to young people living in the Chesterfield, Bolsover and North Hardwick areas, who display behaviour that indicates they may:

- be socially isolated and lack social connections in the wider community
- have mild/moderate emerging mental health needs, such as anxiety or low mood
- have a high BMI and could benefit from support with managing their weight
- be at risk of permanent exclusion or NEET (not in employment, education, or training)

www.northhardwickandbolsoverpcn.gpweb.org.uk/pcn-services/young-person-s-social-prescribing-service

To access any of the above roles please contact the surgery.

Primary Care Paramedic

The Emmett Carr GP Partnership also employs a **Primary Care Paramedic** 3 days a week, Monday, Tuesday, and Wednesday. He can assist patients with various health problems and has over 10 years' experience in the urgent Treatment Centre and prior to this a further 10 years' experience as a community paramedic working for east midlands ambulance service.

He is able to see patients who are over the age of 1 year, with various health problems e.g. Chest infections, eye, ear, bladder and bowel problems to list a few. The reception team will signpost patients to his clinic based on information provided.

Extended Access Clinics

The practice provides various clinics where patients are able to prebook appointments with various clinicians.

Wednesday Morning 7am to 8am @ Eckington there is an early morning clinic with the Health Care Assistant, appointments for blood tests, Blood Pressure, wound care etc.

Wednesday Evening 6.30pm to 8pm @ Renishaw both Nurses have a late night clinic where patients can book in for smear tests, holiday vaccinations, ear syringing, diabetic and asthma reviews etc.

We are also able to offer appointments in the following collaborative PCN Clinics

Friday Evening 6.30pm to 8pm @ Castle Street Bolsover there is a pre-bookable clinic for appointments with a GP and a health care assistant.

Saturday 9am to 5pm @ Castle Street Bolsover there are two pre-bookable clinics with an Advanced Clinical Practitioner who can provide care and prescriptions for various health conditions.

PLEASE CONTACT THE SURGERY TO ACCESS ANY OF THE ABOVE SERVICES.