

The Guywood Practice

Patient Group Report 2015



Background and History of the Practice

The Guywood Practice has been a small practice which has existed for over 45 years.

The Practice originally comprised of a single handed GP practice with one GP, Dr L Patel who worked solo and she was later joined by her daughter the current GP Dr Raina Patel who will have been working with this practice for 25 years this year.

The practice was originally located in a semi-detached house near to the current shopping centre in Romiley. It was later relocated to a portakabin in the park in Romiley whilst the current Health Centre was built in the 1970's.



The requirements for healthcare in the 1970's were very different to those of the current day and this has increased the demand for more space to offer further medical services from the current site of the health centre.

A few years ago plans were considered for new premises but the plans did not meet the requirements of the planning department of the Local Authority and no further plans have been discussed nor considered. So although we would have benefitted from a larger building to work from, this was not to be....well not yet anyway!



The practice staff has increased in numbers and skill mix to help improve patient care and deal with the increased workload in Primary Care.

The addition in 2013 of a new 80 bed Nursing Home in Romiley has added substantially to the workload with the practice sharing the care of nearly half the patients there.

Current Update-March 2015

Dr Vaidyanathan joined the practice in 2012 and has recently given birth to her first child, a lovely little boy.

However, her maternity absence has required considerable planning to cover with Locum GP's.

We have been fortunate to have secured the services of Dr Sally Evans and Dr Farzaneh Mani, two female doctors, who have already fitted in with the practice and have been happy to work alongside with the patients, staff and follow practice policies and protocols.



As a result of new medical staff and their willingness to work different hours, the practice has been able to redistribute appointment times and also to open for longer hours. This has appeared to relieve some of the pressures on appointment requests and the practice has received far less queries about access to appointments.

Practice Opening Hours

Monday 08:30 - 20:00

Tuesday 08:30 – 19:30

Wednesday 08:30 – 18:30

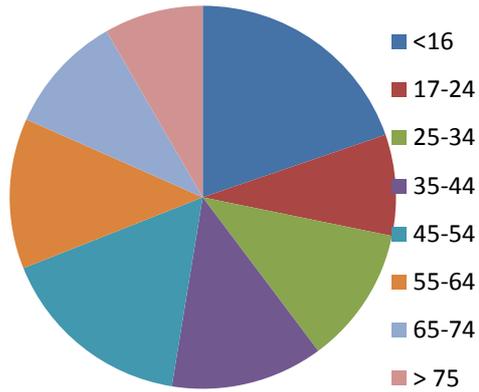
Thursday 08:30 – 18:30

Friday 08:30 - 18:30

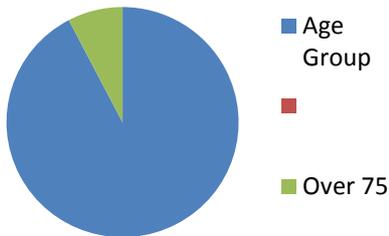
All appointments with doctors, nurses or healthcare assistants are bookable three months in advance.

Patient Demographics

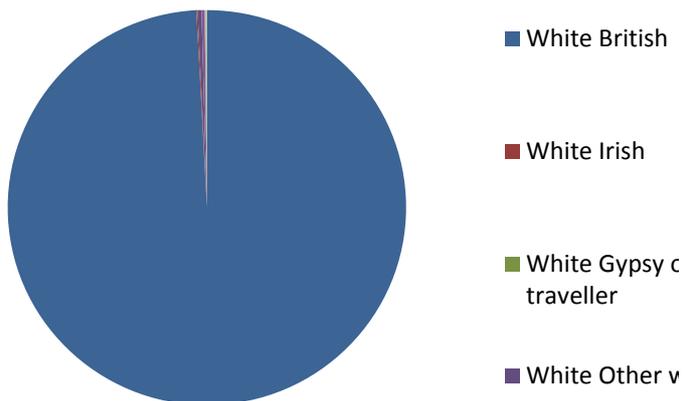
The practice has approximately 3000 patients registered and the age distribution is as follows



There are 245 patients over the age of 75years (8.5% of the list size)



Ethnicity, Guywood Practice



NEWS

Influenza Vaccination Award Achievement-2015



Congratulations to all those patients, carers and parents of vulnerable patients who successfully accessed their free influenza vaccinations! This year nasal drops were available as vaccination for children and this enhanced the uptake as this was of course far more acceptable than an injection.

As a result of all the patient and staff efforts, the practice has won two awards for Influenza Vaccination for 2015.

The practice achieved the highest uptake in those patients aged over 65years category and also in the Childrens' Flu category across all childrens' age groups.

Patient Reference Group

The PRG comprises 124 registered patient (120 virtual & 4 active members). This group comprises retired, adolescents, mental health, disabled people, workers, young mothers and carers.

We have continued to encourage patients to join the PRG & endeavour to maintain a representative group of patients. However patients remain busy with employment, childcare or poor health which has been restrictive in establishing a larger number of members.

The figures below shows the age & sex distribution of our PRG members compared to our practice population

Details of the gender mix of practice population and PPG:

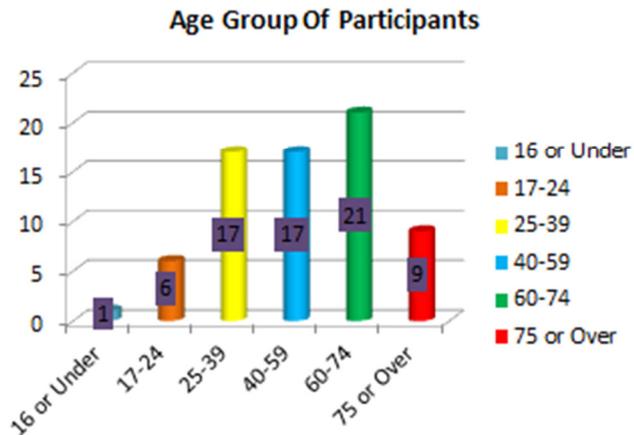
%	Male	Female
Practice	1398	1546
PRG	2	2

Detail of age mix of practice population and PPG:

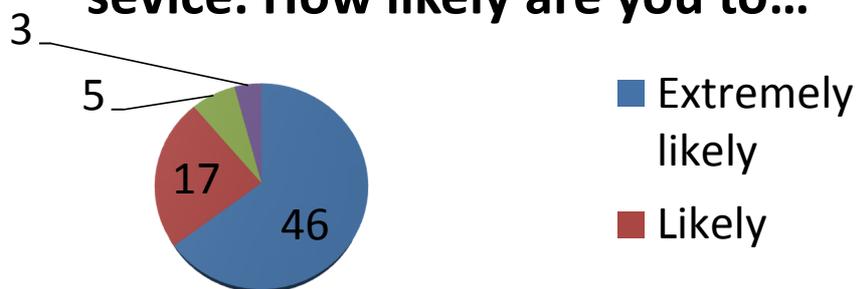
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	580	251	341	376	482	374	295	245
PRG	2	9	12	13	10	31	42	5

The PRG organised a successful concert at which one of the members' band played. This concert enabled the PRG to raise funds which they shared between local charities. Well done!

Friends & Family Test – The Guywood Practice January 2015



We would like you to think about your recent experiences of our service. How likely are you to...



Priority Areas

The PPG met with the lead GP, Dr Patel and discussed the issues affecting the practice and areas the group wished to focus on, and decided this would be productive.

The following three areas of importance were discussed and agreed

1. Planning for the absence of one of the GP's due to maternity leave.
2. Care provision to the patients residing in a Nursing Home which was opened in August 2013
3. Increased access for patients

1. GP's Maternity Leave planning.



The PPG identified this area to enquire about the workforce planning in the practice via emails and then a face to face meeting.

There were discussions about the applicants and that a male GP was sought to help provide some choice but unfortunately there were no suitable candidates.

The final two doctors who were appointed share the sessions of work and their details are available on the practice website

Their appointments and the doctor's maternity absence had also been discussed in detail with the local nursing home, together with discussion about the planned care to the resident patients there.

2. Care Provision to Patients in a new local Nursing Home



A new Nursing home opened in August 2013 and the practice agreed to care for a "fair share" of care home patients in the locality as a scheme proposed by the CCG to ensure equal share in the workload This has significantly increased the workload for this small practice

There have been regular multidisciplinary meetings and also those directly with the Nursing home to reduce inappropriate hospital attendances and improved high standard care.

Agreement has been achieved about various issues

3. Improved Patient Access



The GP, Practice Manager and two locum doctors had discussions resulting in a new more efficient work schedule.

The new appointment times have been advertised on the website as well as by word of mouth.

The late night extra appointments enable the GP to review all the results and speak to any patient where it is appropriate. It is also possible that the patient could even be invited to the practice on that same night.

There seems to be considerable reduction in complaints and frustrations in accessing medical care with the GP.

The meetings and discussions with the PRG were extremely helpful with positive outcomes and the practice would like to extend our thanks to all those members who have contributed towards our continuing efforts to improve patient care at the practice.

If you think you could contribute to improving the services provided by the practice please contact the practice via the website or by telephone. We are always seeking more members to offer ideas and dialogue.