

Elmwood Medical Centre

a positive difference, every time

MARCH 2023

Important update for our patients

David Beckett,
Chief Executive



I am introducing this newsletter as the chief executive of *gtd healthcare* and on behalf of the Board in response to the recent unannounced Care Quality Commission inspection at Elmwood Medical Centre.

As many of you will be aware, *gtd healthcare* took over the management of Elmwood Medical Centre in April 2020 following an approach by the previous GP partners. Since then, we have prioritised and have been committed to ensuring patients receive high-quality and safe care. A key focus has been to secure stability at the practice, which has led to investment in the clinical and administrative teams, and introducing new systems and ways of working as we strive to give you the highest standard of care.

We recognise that there have been unprecedented challenges over the past three years. COVID aside, recruiting long-term members of staff has, and continues to be challenging. But the practice is not alone as the NHS and GP practices across the country are experiencing the same difficulties and pressures. The practice is continuing to make gradual but positive headway through the development of new services, greater access to appointments, Dr Anwer and Dr Peel's commitment to working long-term at the practice and welcoming Dr Walton, a new salaried GP, in February. Also, the recruitment of operations managers Iain and Lauren, who

joined towards the end of 2022, has been welcomed by patients and the wider team. These are all factors that contribute towards a growing and sustainable staffing structure, which I am confident will provide much greater stability for the practice.

However, while taking into account the positive developments to date and the on-going work that is underway to improve our services, the Care Quality Commission inspectors have rated Elmwood Medical Centre as *Inadequate* overall with a *Good* rating for providing services that are caring.

This rating is without doubt hugely disappointing not only for the immediate team who works at the practice, but also the wider teams across the organisation who provide considerable additional support in areas such as operational, clinical and leadership.

Everyone involved with Elmwood Medical Centre is passionate about ensuring patients are front and centre of all activity and it is our priority that you receive care that is of the highest quality, safe, caring and responsive to your needs. I would like to reassure you that we are determined to put things right and are confident that the improvements that are already well underway will have a positive impact on patient experience. The areas that have been highlighted in the report will be rectified as soon as possible.

An action plan has been developed and we are working towards significant changes being implemented by the end of March. While a thorough investigation will take place and processes and procedures scrutinised, it is important not to forget the considerable level of work that has taken place over the past few months and the marked improvements that have already been made. I understand there are areas that need addressing, but it is important to reflect on the positive outcomes within the report particularly in relation to our *Good* rating for providing services that are caring. The report commends staff for treating patients with kindness, respect and compassion and helping patients to be involved in decisions about their care and treatment. This demonstrates and is testament to our on-going commitment of giving you the best quality care possible.

Furthermore, the Care Quality Commission report references the positive impact Iain and Lauren have made in a short space of time among staff and patients, and patient engagement activities have been highlighted, in particular the success of the drop-in morning, newsletters and the partnership that is developing between the staff and the Patient Participation Group. A second drop-in morning will be held on Saturday, 25 March, which I hope you will be able to attend.

Despite the outcome of the Care Quality Commission inspection, there is an enormous drive, energy and commitment among everyone involved to ensure Elmwood Medical Centre is the best it can be. The Board and I are resolute that the next few weeks and months will see the practice undergo significant changes that will improve your experience and the overall smooth running of the practice. The team is working hard to deliver on the comprehensive action plan, with some detail provided in this newsletter. We will be open and honest with you and regular communication regarding progress will be shared. The full report is available to view here: <https://bit.ly/3Tcclfp>.

Thank you for taking the time to read this information. If you have any immediate queries, please do not hesitate to contact Iain or Lauren at the practice.

David Beckett,
Chief Executive

Our action plan

It is our priority and focus over the next few weeks and beyond to deliver on key actions and concerns that have been raised as part of the Care Quality Commission inspection.

A programme of work has been underway over the past few months to make improvements at the practice; the areas identified within the inspection will feed into the wider plan. The adjacent table provides a summary of the key themes and actions. Our aim is to provide you with an overview of the areas of particular focus and how these are being addressed.

An outline of the draft report and key themes were discussed at the Patient Participation Group (PPG) meeting on Tuesday, 7 March. Should you have any queries, please do not hesitate to contact Iain or Lauren at the practice.



Overview of our action plan

Providing safe processes around safeguarding and vulnerable patients	We are: <ul style="list-style-type: none">● working with our safeguarding lead to review all patients on our safeguarding lists to ensure their records are accurate and they have received a clinical review.● providing additional support for staff to ensure they can attend safeguarding training, which will also help them with their professional development.
Recruitment	We are: <ul style="list-style-type: none">● continuing with our recruitment drive and are pleased to welcome Dr Walton, salaried GP, who joined the practice in February. Also, we have appointed a practice nurse who is due to start over the next few weeks, a trainee nurse associate will join the practice in April, and we are training a member of staff on venepuncture with a view to providing all blood tests at the practice, which will provide an improved patient journey.● reviewing the healthcare assistant's hours, with the aim of freeing-up the practice nurses to provide more clinics such as cervical smears.● working with local services who are supporting with recruitment.● continuing to develop long-term relationships with locum staff to ensure they can support our patients with continuity of care while we maintain our focus on filling our vacancies.
Premises	We: <ul style="list-style-type: none">● have started work to improve the premises, including: looking at providing new seating and flooring in the patient waiting area; repainting areas of the waiting room; providing blood pressure machines and weighing scales for patients to take their own readings; reviewing our patient information boards in waiting areas; other enhancements following the recent upgrade of the heating system.
Clinical care	We: <ul style="list-style-type: none">● are reviewing our processes around inviting women for cervical smears.● are reviewing all patients with long-term conditions to ensure their treatment is the most appropriate. More frequent reviews will also be scheduled.● have increased the ability to provide patients who are eligible for blood monitoring the opportunity to self-book via text message or online to help make booking appointments easier for patients rather than having to call the practice.
Prescribing medication	We are: <ul style="list-style-type: none">● improving our non-medical prescribing processes, which are carried out by healthcare professionals other than the doctors. This will involve increasing the supervision our non-medical prescribers receive and closer working with GPs.
Care home support	We are: <ul style="list-style-type: none">● arranging regular meetings with care homes and reviewing the frequency of our visits to make sure patients and staff are receiving the right support.● exploring how our specialist palliative care and frailty clinicians within the wider <i>gtd healthcare</i> team can share their expertise with care homes.

What our patients say

"Thank you to the team at the practice, especially the doctor, who was friendly, professional and very reassuring when I attended my appointment. I was also referred to the hospital for blood tests. From beginning to end I was treated kindly and quickly in what must be a terribly stressful time for the NHS. I want to thank the team for being so lovely and doing such a great job."

"I want to compliment the receptionists at the practice. They are a very lovely group of women and are always amazing."

"The services I receive from the doctors, nurses and all other staff at Elmwood are exemplary and first class. Thank you all."

"The nurse was absolutely fantastic. She listened to my concerns, and as a result of that, I have just got back from the hospital. She was true to her word and referred me on a two-week-wait. Please pass on my heartfelt thanks and gratitude to her."




"I want to thank all the staff for their excellent care. I feel very well looked after."

"Brilliantly quick and efficient service for a poorly baby. Thank you."

"The nurses are top notch, can't fault them. They have looked after me over the past three years."



Meet the team at our next **drop-in** morning

 Elmwood Medical Centre
 Saturday, 25 March, 2023
 Between 9am and 1pm

The drop-in morning will offer:

- A **digital surgery** including information on the **NHS app**. The app is accessible to patients aged 13 or over; is a secure way to access a range of NHS services on your smartphone or tablet; can be used to get health advice, book appointments, order repeat prescriptions, and more. For further information, please visit www.nhs.uk/nhsapp.
- General **health checks** including blood pressure, height and weight, and blood tests, if required.
- An opportunity to meet with our practice team including Dr Anwer, Iain and Lauren, operations managers, and the nursing team.



We look forward to seeing you on Saturday, 25 March.