



Elmwood Medical Centre

December 2023

Elmwood Medical Centre is rated **Good** by the Care Quality Commission



Following the Care Quality Commission's (CQC) reinspection of Elmwood Medical Centre in October, the practice team and wider organisation are delighted with being awarded a new rating of *Good* overall. This is a fantastic achievement and is testament to the team's huge commitment to providing the best quality care, particularly as seven months prior, the practice was placed into special measures.

Staff have been applauded for transforming the practice with the CQC inspector praising the team's enormous efforts while NHS Derby and Derbyshire Integrated Care Board recognised that there have not been many instances nationally where practices move from *Special measures* to *Good* in such a short timeframe.

David Beckett, chief executive of gtd healthcare, said the team's outstanding commitment to driving forwards improvements, and their enthusiasm and determination to ensuring Elmwood Medical Centre is considered as the best provider of primary care services, has resulted in a really positive outcome.

"A central focus of the improvement programme has always been to make sure patients receive the highest quality and safest care," he said.

"I am delighted to see that this aim is being achieved and recognised in the report, which emphasises that:

- the practice provides care in a way that keeps patients safe and protects them from avoidable harm;
- patients receive effective care and treatment that meet their needs;
- staff deal with patients with kindness and respect, and involve them in decisions about their care;
- the way the practice is led and managed promotes the delivery of high-quality, person-centred care.

“Achieving a *Good* rating overall and in the areas of safe, effective, caring and well-led is testimony to the team’s positivity for overcoming challenges and having the drive to embed new ways of working, systems and processes to benefit patients and the wider team.”

Professor Dean Howells, chief nursing officer, NHS Derby and Derbyshire Integrated Care Board, added this is a tremendous effort and the team should be incredibly proud of their achievements.

“The team must be commended for their commitment as turning the practice around in just seven months is a significant milestone that should be recognised,” he said.

“It is evident, through my close working with the practice and the team, that the focus on outcomes for our patients has been a vital part of the improvements that have taken place over recent months and we will continue to see further improvements as we move forward.”

The practice has been rated *Requires improvement* in the area of responsiveness, which is a reflection on the national patient survey conducted earlier this year, when significant challenges were being experienced. Positive patient feedback has increased significantly over the past few months and through engagement via the patient participation group, open days and excellent progress being made to develop services and the team, it is evident that everyone is determined to improve and excel in this area.

Delivering on its promise of providing patients with the best care possible and striving to improve services is a fundamental priority for the practice. A comprehensive plan that maps out how the practice will drive continuous improvement alongside focusing on its future growth is in place to ensure its long-term stability.

There are a number of key developments already underway, which are touched upon within this newsletter including welcoming Dr Doe, recruitment, increasing patient access to services, progressing with cosmetic work to the building and the provision of regular patient engagement activities. This forms part of a wider, long-term programme of work for the next few years and beyond, which demonstrates *gtd healthcare's* commitment to ensuring that the practice achieves its goal of providing stability and high-quality patient-centred care.



Lauren Halpin and Iain McKinley, practice operations managers, are absolutely delighted with the re-rating of the practice.

Lauren said a tremendous amount of work has gone into developing the team, building relationships and embedding new policies and ways of working.

“The whole team should be really proud of this achievement,” she said.

Iain added: “We are very excited for the future of the practice. There are many more improvements to be made and we look forward to sharing our journey with our team and patients.”

Fond farewell

In October we bid a fond farewell to our long-term locum doctor, Dr Peel. Many of our patients will be familiar with Dr Peel and while we wish him all the best in his future endeavours, we are really excited to welcome our new employed GP, Dr Marianne Doe. Dr Doe will provide long-term continuity and care for our patients. The practice team will be writing to all patients over the age of 75 who had Dr Peel as their named GP to inform them of their new named GP.

Recruitment update

Welcome to....

Dr Marianne Doe, our new employed GP

"I'm Marianne and I am delighted to have joined Elmwood Medical Centre as a permanent GP. I studied medicine in London and I've got more than 10 years' experience of working as a doctor in both primary and secondary care. Most of my career to date has been based in Surrey in the South of England. However, I have recently relocated to the area with my family to follow a dream to live in the beautiful Peak District.



"I have experience in general medicine and surgery, obstetrics and gynaecology, psychiatry, ear nose and throat, paediatrics, oncology, and care of the elderly.

"I have interests in lots of areas of general practice but particularly women's health, respiratory and dermatology, and I'd love to start a menopause clinic and an asthma/COPD management clinic.

"I'm really looking forward to getting to know our lovely patients and working as part of the Elmwood team."

Debbie Craven, clinical pharmacist

Debbie has joined Elmwood Medical Centre as an employed clinical pharmacist, and is already making a positive impact on patient experience. Debbie has a wealth of knowledge as a pharmacist having worked within general practice and local integrated care boards. She will be looking to further develop and streamline our medicines management processes to ensure all patients have access to their medications in a timely manner. Also, Debbie will deal with medication queries from patients and manage prescription requests from other services, such as hospital discharge letters.



We look forward to providing you with more information on Debbie's role in the next newsletter.

Gregory Blake

Gregory is continuing to work at the practice as a trainee advanced clinical practitioner. Gregory has worked previously as a paramedic and has a wealth of experience dealing with acute illnesses. He will be working at Elmwood on Tuesdays under the supervision of one of our advanced clinical practitioners or GP where he will clinically assess, diagnose and treat patients.

Keep an eye out for our *Who's who* poster on patient information boards and in forthcoming newsletters. We understand it can be hard to keep track of all the positive changes so we are keen to develop a team leaflet that details specialities and interests.

Practice developments and improvements

The team is continuing to identify areas for improvement, which will benefit patient experience, the wider practice team and overall running of the services provided. Improvements to date include:

- New heating installation.
- Electrical repairs.
- New seating in the waiting room.
- Clearing the car park of vegetation.
- Repairing the chimney and roof.
- Installing LED lights throughout the practice.

By April 2024, the following work will have been completed:

- New flooring in the waiting room, reception area and some consulting rooms.
- New door handles throughout.
- New window film, which will replace the existing blinds.
- New and repaired windows. Windows at the front of the building will be replaced post April 2024 as we are waiting for planning approval.
- Internal and external cosmetic work including painting the communal and clinical areas, external fascia boards and woodwork.

Following recent patient feedback, we have purchased some easy access chairs with handlebars for those who struggle with our current seating. These should be in place by mid-December.

Armed Forces veteran friendly accredited practice

Elmwood Medical Centre has been accredited as an Armed Forces veteran friendly GP practice.

Kerry Prince, practice nurse, is Elmwood Medical Centre's dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. If you are ex-forces, please let the practice know to help ensure you are getting the best possible care and treatment.

The poster features the RC GP logo (Royal College of General Practitioners) and the NHS logo in the top corners. A central graphic shows a stylized globe with red, white, and blue stripes. Below this, the text reads: 'Armed Forces veteran friendly accredited GP practice'. The main message is: 'We are an Armed Forces veteran friendly accredited GP practice.' A paragraph explains: 'This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.' A call to action states: 'If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.' A dark blue circular button at the bottom right says: 'To find out more, ask your nurse or GP.' The Armed Forces Covenant logo is in the bottom left corner.



**OPEN
DAYS**

Citizens Advice

Patients are invited to meet with Andrew Foreshaw-Caine from Citizens Advice who is available at the practice every Thursday morning between **9am and 11am**. To book an appointment with Andrew, please call **0808 278 7954**. Citizens Advice can support with issues including benefits, debt and money, and housing. Also, you can obtain consumer advice in areas such as energy, holidays, transport, buying and repairing cars, scams, insurance, water and trading standards.

Throughout October and November there has been a focus on ensuring eligible patients have plenty of access to COVID-19/flu clinics. While these have replaced holding an autumn open day, we are planning a drop-in morning in spring 2024; all patients will be welcome to attend to meet the team, provide feedback and have access to specialist clinics. Further information will follow, but in the meantime, if you would like to share your suggestions on the format of the next open day including any particular area you want the team to focus on, please speak to the reception team.

FINAL COVID-19 and flu clinic for 2023: Saturday, 16 December



Since September we have vaccinated more than 660 patients. All eligible patients who are yet to be vaccinated will receive an invite via text message. Patients can choose to book via the link in the text message or by calling the practice's reception team.

Patient feedback and compliments



“ I saw Dr David Walton for the first time, he was by far the best doctor I've seen at Elmwood for a very long time.”

“ Jo is a welcome addition to the team.”

“ I am relocating to Wales and would like to take this opportunity to thank everyone who works at the practice for such a great service over the years. Things have not been easy but the practice continues to go from strength to strength. Keep up the good work.”

“ The doctor was lovely, so thorough, caring and compassionate and explained everything so well. He gave so many options and really listened to our thoughts and feelings in forming the best plan for our daughter's care.”

“ I would like to thank the two practice managers for being kind, caring and supportive. It is evident to see the improvements they have made since starting at the practice.”

“ Very welcoming and kind and gave me a clear exposition of what the vaccination was for, its benefits and possible side-effects. Highly professional.”

“ I cannot rate the nurse highly enough. She is caring, compassionate and efficient. I feel completely reassured that my care is in good hands with her.”

“ Usual excellent service from the nurse who is empathetic and clearly experienced with patients. Never judgemental, only helpful.”

Our process for issuing repeat prescriptions has been updated



This will:

- enhance the safety of repeat prescribing;
- improve the waiting times for prescriptions;
- lead to better patient experience.

We currently have a five-day turnaround time for prescriptions. Therefore, please request your medication five days earlier than usual. While we understand that this may be frustrating for patients, staff have unfortunately been met with abusive and aggressive behaviour, which is unacceptable.

As a practice we have a zero-tolerance approach to behaviour of this nature; aggressive and abusive behaviour will be handled in-line with our policy and may unfortunately result in patients being removed from the practice.

Please treat the practice team with kindness and respect. We are trying to provide the best service we can for you. If you have any problems, which you need to discuss with the team, please talk calmly and with respect.

Thank you for your understanding.

Stay well this winter

Stay well Guide to help you choose the right service for you and your NHS



Self-care

Hangover.
Cough. Colds.
Grazes. Small cuts.
Sore throat.



Self-care is the best choice to treat minor illnesses and injuries.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

Pharmacy

Diarrhoea. Earache.
Painful cough.
Sticky eye.
Teething. Rashes.



Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.

No appointment is needed and most pharmacies have private consulting areas.

GP

Arthritis. Asthma.
Back pain.
Vomiting.
Stomach ache.



GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.

Minor Injuries

Cuts. Sprains.
Strain. Bruises.
Itchy rash.
Minor burns.



Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.

They are usually led by nurses and an appointment is not necessary.

A&E/999

Severe bleeding.
Breathing difficulties.
Severe chest pain.
Loss of consciousness.



A&E or 999 are best used in an emergency for serious or life-threatening situations.

NHS 111

If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call **NHS 111**.



24 hours a day
7 days a week

NHS Choices

You can also access health advice and guidance or find your nearest service online through **NHS Choices**.



Visit www.nhs.uk

Produced by NHS Northern, Eastern and Western Dean Clinical Commissioning Group



Self care

Visit www.nhs.uk

Minor cuts and grazes
bruises and minor sprains
Coughs and colds
Sore throat



Pharmacy

Minor ailments
Bites and stings
Upset stomach
Medication advice



NHS 111

Feeling unwell?
Need medical advice?
Don't have a GP to call?



GP Advice

Out of hours
call 111

Persistent symptoms
Chronic pain
Long term conditions



Urgent Care Centres

Breaks and sprains
X-Ray and ultrasound
Cuts and grazes
Fever and rashes



A&E or 999 Emergencies only

Choking
Chest pain
Blacking out
Serious blood loss

We look forward to providing you with more key updates and positive changes at Elmwood Medical Centre in the new year. Thank you to all of our patients for your continued support.

We wish you a healthy and happy Christmas and prosperous New Year,

Lauren, Iain and all of the team at Elmwood Medical Centre.

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