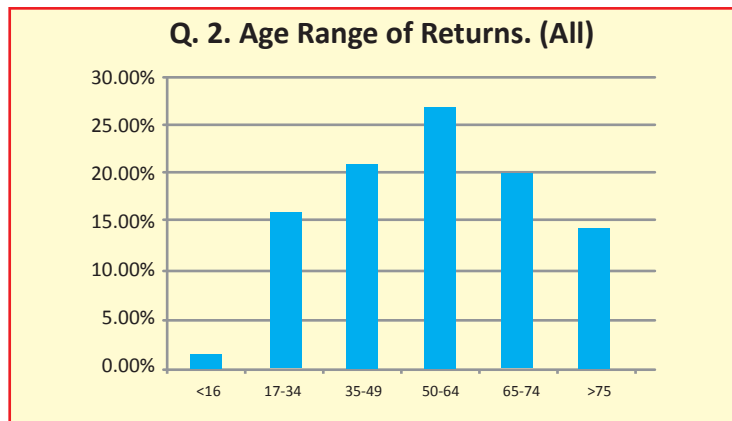


### 2018 Patient Survey Results.

Firstly, many thanks to all the patients who took the time to complete the survey, your views help to enable the Practice to develop and improve for the benefit of us all.

The responses covered the full age range of all patients as shown in the following graph;

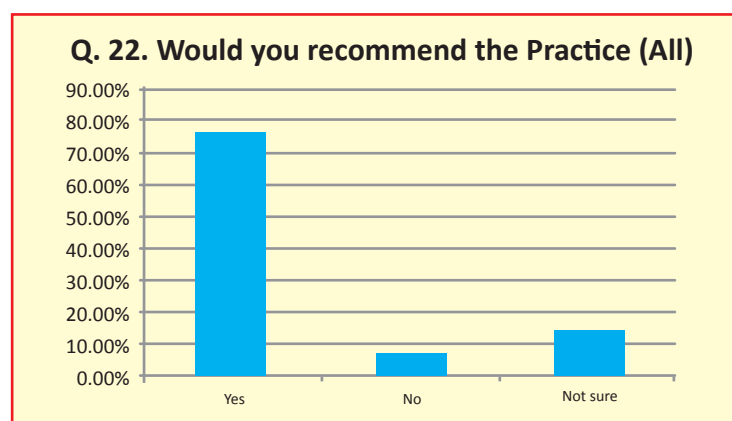


Overall the results show, on average, a very positive position but we must not become complacent. Therefore, in the spirit of continuous improvement we should look critically at the negative results that identify a level of dis-satisfaction on particular activities by several respondents. This dis-satisfaction was also supported by individual comments.

#### Questions that highlighted areas of potential improvement were;

- Q. 5. The last time you saw or spoke to a doctor, how good were they at either giving you enough time, listening to you, explaining things, involving you in your care, treating you with care and concern or seeing you on time?
- Q. 7. How helpful do you find our staff at the main reception?
- Q. 9. How easy have you found to get in touch with the surgery by telephone?
- Q. 10. How easy is it to speak to a doctor or nurse on the same day you are ill?

However, to help to keep a sense of proportion about the results, the response to **Question 22, Would you recommend the Practice to others? Is enlightening;**



The next steps are to publicise the results both on the website, in Reception, to all PPG Members and this summary in the newsletter. The PPG Steering Group and Practice Management will analyse the results and then jointly develop action plans to achieve improvements.

It is important to recognise that whilst opportunities exist to amend certain activities it may also be worth re-stating the current system for others, as some patients may not be aware of all the options available to them.

Even with everything mentioned above, the results are still very good and no-one should believe that the patients have not recognised that. What the results do show us is that we might actually have some direction to be able to get even better!

**See Practice Website or leaflet on Reception.**

### Ten Pin Bowling

Have you ever wanted to play 10pin bowling but didn't have anyone to go with? Well the Acocks Green. Bowl in Westley Road, Acocks Green has something just for you. ([www.acocksgreenbowl.co.uk](http://www.acocksgreenbowl.co.uk) 0121 706 1669)

If you are aged 50 or over just turn up around 10.15am on a Wednesday morning, pay £7 and for that you get 3 games, a free hot drink and sandwiches. The Bye line is "Find a Friend for Free" (offer not available during half term)

When they know how many will be there they will open up the lanes to allow 3 or 4 players in each lane and you all play together (you do not have to be good at bowling).

The play starts at 10.30 which gives you time to be given your bowling shoes and introduce yourself to your fellow players

Give it a try, and YOU may "Find a Friend for Free" (it's also good exercise too - and FUN!)

### See a Physiotherapist

Did you know that if you think that you could do with seeing a physiotherapist because of various aches and pains and reduced mobility you do not have to make an appointment to see a GP but you can refer yourself?

Phone up Solihull Hospital on 0121 424 5446 and ask them to send you a form, or you can go to the Physiotherapy Department and ask for a form and fill it then hand it in to the Physio Receptionist

This is not suitable for ladies who are pregnant, Children or patients with neurological problems you will still need a GP referral

### Articles Welcome

If there is anything you would like to see in this newsletter or you want to contribute an article please contact us on the email below: [ppg.richmondmc@gmail.com](mailto:ppg.richmondmc@gmail.com) we will be only too pleased to print it.

## What is a Community Pharmacy? Where does it fit in the NHS? How can pharmacy support the NHS?

### Is Community Pharmacy ?

Boots, Lloyds, Co-op, Supermarket Pharmacy, High Street Pharmacy, Health Centre pharmacy, Your Local Pharmacy, Online Pharmacy

### It's all of them!

Yes they all operate under the same NHS Community Pharmacy Contractual Framework

### Offering the same "essential" services of :

- Dispensing medicines and appliances from doctors' prescriptions
- Repeat dispensing
- Disposal of unwanted medicines
- Signposting to other services
- Support for self care
- Public Health (promotion of healthy lifestyle)

### Where are Community Pharmacies?

In your local community near to:

Where you live : Where you work : Where you shop

**Solihull has 46 Pharmacies - Birmingham has 294 Pharmacies**

### Additional Services available

- Pharmacy contract National "Advanced Services"
  - Medicines and appliance usage reviews
  - New medicines service
  - Flu vaccination
  - NUMSAS
- Commissioned services from NHS locally (New B Sol CCG)
  - Minor Ailments Service (Pharmacy First)
  - Palliative Care service
- Commissioned services from public health (Solihull MBC)
  - Morning after pill (EHC)
  - Addiction services

### Future Services and Opportunities

- Management of long term conditions
  - Diabetes
  - Respiratory
  - Frailty
  - Mental Health
- Supporting discharge and transfer of care
  - Hospital to home
  - Hospital to care home
- Supporting self care AND prevention
  - Antibiotic resistance
  - Acute condition treatment

**DNA's For May 2018  
was 96: of which GP: 30,  
Nurse: 37, Hospital: 15, Community: 14**

**NEXT PPG MEETING DATE  
Thursday 19th July 2018 at 10.30am**

### And the THREATS.....

- Funding
  - NHS Squeeze on funding
  - Cost of drugs v Cost of care
- Recognition
  - Value of the Pharmacy network
  - Under utilised in community settings
- Delivery
  - Variation across contractors
  - Uncertainty for future

### PRACTICE NEWS

Please note that appointments are for **10 minutes only** if you think you may need more time please talk to the receptionist.

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### Richmond Patient Participation Group – AGM

The first AGM of the new era is to be held on Thursday 28th June at 6:30pm at the Surgery. Please can you make every effort to attend, as it is important that we get your views on how well we are representing you, the Patients.

We will be reviewing activities over the last fifteen months, reporting on the recent patient survey and the identifying the ongoing activities, together with a talk by one of the medical staff on a current topical issue.

Your attendance and feedback would be very much appreciated to guide the PPG Steering Group for the next twelve months.

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### Wheelchair Access

The drop curb at the rear of the surgery needs to be moved to allow proper access for wheel chairs, the council will be contacted ASAP.

\*\*\*\*\*

### Cake Stall Sale

Bowel Cancer – the practice held a bake sale in aid of Bowel Cancer month in April whereby the practice staff baked and bought in cake. It was a great success, the cake went down very well with the patients. £92.23 was raised.

The plan is to run another sale in September for Macmillan.

### PPG (Patient Participation Group)

#### PPG AGM

Thursday 28<sup>th</sup> June 18:30pm

Please come and join the practice and the PPG for our first AGM meeting.

Find out about the PPG, the practice, listen to a GP and find out more about the future and extended hours for all GP practices within Solihull



Follow us on Twitter  
**@NHS\_Richmond**

Richmond Medical Centre  
CQC overall rating

**Good**

2 February 2017

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Email PPG: ppg.richmondmc@gmail.com Website: www.richmondmc.co.uk