

Elmwood Medical Centre

a positive difference, every time

JULY 2023



David Beckett
Chief Executive

Warning notices removed following Care Quality Commission visit

I am writing to update you on recent activity at Elmwood Medical Centre following the unannounced Care Quality Commission inspection that took place in January.

It goes without saying that the report was hugely disappointing and the past few months have been difficult for the team. However, the team's immense commitment and drive to put things right at the practice cannot be underestimated. Every area highlighted within the report has been analysed with a fine toothcomb. This, I hope, provides you with the reassurance, that the team has been, and continues to work incredibly hard to make improvements at the practice. We want to ensure that you not only receive the highest quality and safest care but, as a valued patient, you have every confidence in the practice.

Recent visit from the inspector

The Care Quality Commission's rating meant that the inspector would undertake a second visit within a few months to monitor progress. This took place between Friday, 23 June, and Monday, 26 June. While this was an interim visit, ahead of a full inspection taking place later on this year (date to be confirmed), I'm really pleased to let you know that the team's hard work and passion for putting things right has received positive feedback and their hard work recognised.

Fundamentally, the inspector praised the positive change in culture, working environment and team spirit within the practice and commended the new management structure, particularly operations managers Iain and Lauren. The inspector reported that the morale has significantly improved, there is greater support and presence at the practice from across *gtd healthcare* and staff feel listened to. First and foremost, ensuring a happy working environment is vital, as this translates into providing excellent patient care. The team, alongside the organisation's support functions, has worked incredibly hard to build on and create a positive workplace and this was visible during the inspector's visit and within the evidence shared.

Furthermore, the inspector noted the improvements that have been made to

enhance patient experience including purchasing a new clock to benefit dementia patients, which a member of staff suggested, the fabric seats have been replaced with wipeable seating and cosmetic work to the building is underway. This forms part of a wider long-term programme of work at the practice for the next few years and beyond, which demonstrates our commitment to ensuring that we achieve our goal of providing stability at the practice and patient care that excels for the future.

The final Care Quality Commission report in March 2023 included a number of warning notices, which were linked to key areas of work that the inspector did not feel the practice was meeting. However, following the recent visit, the inspector reviewed these warning notices and has concluded that due to the progress that has been made, the warning notices have been closed and requirement notices have been issued for a small number of outstanding actions. The updated report is available to read here: <https://tinyurl.com/5n7rx8ne>.

While we know there are areas that still require further work, these are all part of the programme of work at Elmwood and can be resolved ahead of a full inspection in the autumn.



Engaging with our patients

The inspector recognised the practice's efforts of engaging with patients through the patient participation group meetings, open days and newsletters. Investing time to listen to our patients is really important to us because your feedback helps to improve services and the way the practice operates. The engagement activities to date have been well received and it is our priority to ensure we continue to offer numerous ways of engaging with you so that you feel you're able to have your say.

Thank you for taking the time to read this information. I cannot express the level of commitment the team and wider organisation has shown to ensure Elmwood Medical Centre is the best it can be for our patients. We are doing everything possible to build on the fantastic foundations that are already in place at the practice, with the overall aim of ensuring that your experience and standard of care is excellent for many years to come.

David Beckett
Chief Executive



Overview of our action plan



Providing safe processes around safeguarding and vulnerable patients



We have:

- Undertaken a review of our patients on our safeguarding lists to ensure their records are accurate and they have received a clinical review; this piece of work is ongoing and is near completion.
- Ensured staff have been able to attend safeguarding training, which will help with their professional development.
- Identified a safeguarding lead within the practice who will ensure processes are embedded and support offered to patients.
- Continued regular safeguarding meetings with other agencies.
- Made improvements to our documentation to ensure patients are quickly and easily identified and support is offered.

Recruitment



We have:

- Welcomed Kayleigh Chaney, practice nurse. Kayleigh has a district nursing background and a specialist interest in wound management. She is developing her prescribing skills around hypertension management, diabetes and respiratory, and is undertaking the practice nurse fellowship as provided by the Derbyshire Training Hub.
- Welcomed Kirstie-Jo Sherwin, learning and disability nurse. Kirstie-Jo will be supporting patients with a learning disability to access care. This includes providing better resources at Elmwood Medical Centre and referring patients to local learning disability services. Also, Kirstie-Jo will work and build relationships with the local learning disability teams, to ensure Elmwood Medical Centre can continue to provide excellent patient care.
- Jo Page has completed her venepuncture training and is competent to take blood tests at the practice.
- Greg Blake and Annabelle Crossley, our two trainee advanced clinical practitioners are working at the practice two Tuesdays per month. They are undertaking training with Vicky Fuller, educational lead, who is an experienced advanced clinical practitioner, and will be providing clinical supervision along with our clinical services manager Katie. If you contact the practice for an on-the-day urgent appointment or you have a non-urgent issue, you may be able to book or pre-book an appointment with Greg and Annabelle. The appointment length with Greg and Annabelle may be longer due to their training. You can book these appointments up to four weeks in advance with reception.

Premises



We have:

- Replaced the fabric seating with wipeable seats.
- Installed a dementia friendly clock.
- Been exploring options to have the carpeted flooring in the patient-facing areas replaced.
- Been working with contractors to undertake repairs to the chimney; scaffolding has been erected to conduct this work.

Clinical care



We have:

- Ensured that all patients who require their medical condition[s] to be monitored are invited for a review, which is close to their review date. We have embedded systems to alert and manage patients who are unable to attend their review.
- Established effective systems to ensure the timeliness of the scanning and coding of letters. During the recent Care Quality Commission visit, the inspector noted that only four letters, which were received that day, were waiting to be scanned.
- Been engaging with local community services to build our relationships locally.

Prescribing medication



We have:

- Reviewed the medication management process to ensure patients are receiving opportunistic checks on their compliance and monitoring when issuing medication.
- Implemented new safety systems including reviewing the repeat medication process. This provides both patients and clinicians the assurance that the correct treatment dose and medication is prescribed.

Infection prevention and control



We have:

- Implemented a robust plan to ensure all infection prevention and control and health and safety processes are in place and on-going monitoring is being undertaken. A health and safety lead has been identified to drive this work forward.

Care home support



We have:

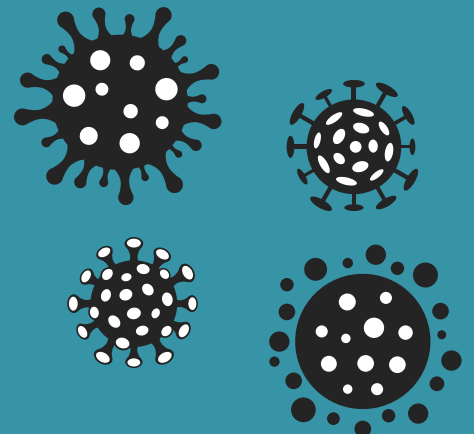
- Increased our communication and re-established our close working relationships with care homes.
- Mandated a weekly ward round to visit care homes to support our patients.
- Identified a lead GP for our care home patients to improve continuity of care.

OPEN

DAY

Our next open day

Our next open day will be held in the autumn and will include COVID-19 and flu clinics. Further information will be communicated via our Facebook page, newsletter and within the practice.



What our patients say



“
Friendly professional service.
”

“
Dr Anwer was really nice.
”

“
My appointment today was very professional, courteous and helpful.
”

“
The nurse gave a telephone consultation and got me in within 10 minutes as she knew I was going away that day!!
Amazing.
”

“
I have noticed a dramatic improvement with the surgery. Ann, receptionist, goes above and beyond and you can truly believe what she says will be done. She is just what Elmwood needs to get it back on track. The doctor was really lovely to talk to, he seemed like he knew me and my problems, and we have never met! Thank you to both people.
”

“
The doctor was very helpful as usual. The surgery has improved significantly over the past few months.
”

“
The doctor was bright and cheerful and applied empathy and common sense to the situation under pressure from county council services. Dad was very happy to remain in his own flat and not have to be reduced to respite care. A heartfelt thank you from dad and all the family.
”

“
Selina has been absolutely fantastic with her care and support, which is on-going. She is so understanding and gives you the time to talk, genuinely listens and tries her best.
”

“
The nurse practitioner was very good - better service than in the past generally.
”

“
The service I received today from Kerry was amazing.
”

“
Thank you to the doctor for the kind and speedy way they dealt with my problem.
”

“
The doctor was lovely and spent ages talking me through my appointment and putting my mind at ease. The surgery needs more doctors like her!
”

“
Very pleasant nurse who ensured I was well informed. The waiting room looked more patient friendly and welcoming.
”

“
As always, amazing. Quickly gets the job done. Explained the jabs and that we would need Calpol again after. With a helpful tip from myself, the procedure was quick and the nurse's technique was spot on.
”

“
Doctor Peel is brilliant.
”