**Sherwood House Patients Participation Group Newsletter**

**Spring 2016**

Care Quality Commission (CQC)

**Practice Rated “Good” by CQC**

Following an inspection in September 2015, by the Care Quality Commission, the practice has now been informed that they are rated as “Good”. This rating is part of new regulations introduced under the Health & Social Care Act 2008 which requires each GP practice to be inspected every 3 years. Practices are classed as Outstanding, Good, Requires Improvement or Inadequate. The PPG are pleased with the Good rating.

**What did they review & What did they find?**

They looked at the following issues and concluded

* Services are safe
* Services are effective with outcomes above

the average for the locality

* Services are caring –patients rated GPs highly
* There were sufficient staff to meet patient need – the practice rarely uses locums
* Premises are clean with good infection control
* Patients said they were treated with compassion and respect
* The practice proactively asked for feedback from patients which it acted on

**Where there are any areas for improvement?**

* Information relating to management of the practice such as premises , staffing, records of training needs improvement
* Patients could get an urgent appointment when they needed one but still some found it difficult getting routine appointments

**Who undertook the visit?**

Four Inspectors (including a GP, a nurse and a patient representative from another area of the country) spent a total of 10 hours in the practice reviewing systems and processes, looking at records and policies.

In addition they met with many of the clinical staff and spent over an hour and half talking to 4 patient representatives from the patient participation group. Their patient representative also spent time in the waiting room talking to patients to find out their views directly. The views of 14 patients were recorded. The full report will shortly be available on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk)

**Meet Dr Fairbairn New Doctor at the surgery**



“It is a pleasure to have joined the practice and I am looking forward to meeting the people registered here over the coming months. My wife and I only recently moved to Birmingham from Bristol where I have been working as a GP for the last 10 years, although prior to this we were both in London where I did my training.

In addition to my work as a GP I also worked for a number of years in the community drug and alcohol service in Bath, helping people with addiction problems and I maintain a particular interest in this field along with homeless health care, after doing regular sessions at the homeless centre in Bath before moving to Birmingham. Aside from work I do enjoy the sunshine and am looking forward to the summer, as I’m sure most others are too! I which everyone the best of health, but if you are feeling poorly I’d be happy to meet you to see if I can help. “

**Practice changing Commissioning Group**

At the moment Sherwood House practice is part of Birmingham Cross City Commissioning Group. The Commissioning Group channels funding to the practice and decides strategy and policy for primary care. However, policies on primary care are changing nationally and locally and practices are being encouraged to work with other groups of practices known as Federations.

In Birmingham Cross City those plans are developing very quickly with practices forming into groups of 30 or 40 practices working together as part of one big organisation, sharing resources and often bringing in new ways of working such as initiating telephone triage (which means you ring and someone chats with you to see if you really need an appointment). In other localities such as Birmingham South Central the commissioning arrangements are slightly more relaxed and practices are being encouraged to work together without forming new companies.

The practice partners are currently considering which type of commissioning structure would best suit the practice for the future. They appreciate the need to work collaboratively with other practices locally but want to retain their autonomy. As the practice has 12,900 patients they think the practice is large enough to continue as a practice whilst working with other practices informally. Dr Miller stated *“The* ***practice remain committed to high quality practice with values including continuity of care and patient choice. We believe a commissioning group move will help enable us to keep these values”.***

*Below is a diagram showing the values of the organisation that the practice is hoping to move to.*



**We would welcome your views on these changes**

We at the patients group are having discussions with the practice on this issue and will keep you updated on plans as these develop. However we would welcome your views on this important issue. Please contact [Sherwood.ppg@nhs.net](mailto:Sherwood.ppg@nhs.net)

**Good Feedback from Dr Jaron’s patients**

On 11th January 2016 Dr Jaron surveyed patients attending the surgery to see her, to find out what they valued about the surgery and what patients thought could be improved. The results were very positive:

**Patients valued:**

* Friendly staff and GP
* Good location
* Online booking
* Personal relationship with doctor

**Patients suggested improvements on:**

* Shorter waiting times to see the doctor you really want
* making routine appointments in advance
* getting through on the phone at peak times
* More blood test appointments so you can get one in same week doctor requests it

**The patients Group is encouraging other GPs at the practice to use the same feedback forms we have developed so if you are given a questionnaire please fill it in.**