

Shifa Surgery

Open Day 19th June 2014

1.30-3.30pm

Agenda

- 1.30pm Refreshments
- 2pm Introduction – Sumayya Mayat
- 2.15 pm Minor Injuries – Jackie Whiteside
- 2.30pm Minor Ailments – Dr Safia Ahmed
- 2.45pm Minor Illnesses – Dr Zuber Patel
- 3pm Improvements
- 3.15pm Question and Answer Session

Introduction

Welcome to Shifa Surgery open day, we decided to have an open day in response to the high demand of appointments the Practice is currently receiving.



General practice is the cornerstone of the NHS, dealing with 90% of patient contacts in our health service.

NHS Reforms

- In recent years many cutbacks have been made in the NHS and all Practices throughout the country are required to abide by the new guidelines.
- All Practices are expected to offer more services with less resources.
- These changes have affected the way we prescribe medications and therefore we are no longer able to prescribe for many minor illnesses



- More than 80% of GPs say they have insufficient resources to meet patient demand for services

Many GPs now
fear that waiting
times will get
worse

Royal College of Physicians



- The Practice faces many limitations in what they can provide in terms of care and medication to patients.

Patient Participation Group (PPG)

- What is Patient Participation Group about?
- This is a group that has been set up by the Practice of patients to represent patients.
- We have meetings to discuss the current Practice situations in different areas and are continuously looking at ways to improve the services we provide.
- These patients attend external meetings and represent the Practice in discussions locally on generic issues throughout Blackburn and Darwen

What can patients do to help?

- Many patients do not need to come to the GP a range of problems and we would like to take this opportunity to make you aware of other services available to you.
- This will help the Practice to provide a better service to our patients and those needing an appointment to see a clinician will be able to.
- The appointments are not utilised appropriately and therefore the Practice is currently monitoring the purpose of each appointment and if there is an alternative for the patient to attend.

Areas for improvement

- A local patient survey and input from the Patient Participation Group the indicated that 'access' to the Practice as an area for improvement.
- *The survey showed patient concerns relating to:*
 - *Making an appointment*
 - *Waiting times on the telephone answering service*

Improvements we have made

- Increased reception staff in the morning to answer more calls
- Walk in clinics on Tuesday and Friday
- Pre-book Clinics on Monday evening and Thursday Afternoon

Minor Injuries

If you have a Minor injury you can go to the Minor Injury Service at Barbara Castle Way:

- Falls
- Bites and Stings
- Burns and Scalds
- Bruises and Soft tissue injuries to hands, wrists and fingers
- Minor wounds and lacerations
- Ring Removal
- Minor Head injuries

Treatment Room Services

- Dressings
- Ear Clinic
- Foreign Body Removals
- Blood Tests
- ECG
- Lymphoedema Clinic
- Leg Ulcer Clinic

Minor Ailments/Illnesses

What is a Minor Ailment or Minor illness ?

A disease which requires home remedies
most of the time or over the counter
medication

Types of Minor Illnesses

- Cough/Cold
- Nappy Rash
- Teething
- Constipation
- Stomach bugs
- Fever
- Pain Relief
- Laxatives
- Head Lice
- Chicken Pox – only need to inform Practice

What we can do to help

- Run minor illness classes
- GP Led
- Help parents feel more confident
- Reduce anxiety around minor illness
- Empower parents and families
- Improve child health
- Reduce need to see GP
- Reduce over medicating children