

Workshop Top Tips

Exception Reporting

How to reduce it?

"When QoF target is met don't exempt more patients, that way patients remain on the QoF alert system and reminders won't disappear"

QoF

How to maximise points?

"Opportunistic actions; ensure your clinical system is set to produce reminders and prompts"

Childhood Immunisations

How to increase uptake?

"Offer appointments around nursery and school pick up times"

Flu Vaccinations

How to increase uptake?

"Frequently monitor uptake with a prominent early campaign targeted at larger groups"

Cervical Screening

How to increase uptake?

"Ask your Receptionist or Nurse to telephone the patient saying Dr... has specifically asked me to contact you"

Access

How to improve it?

"Look at the split between pre-bookable and on the day Appointments, then work out the best solution for your practice. Embrace technology and consider, online, email and text message booking and an answer machine for cancellations"

Introduction

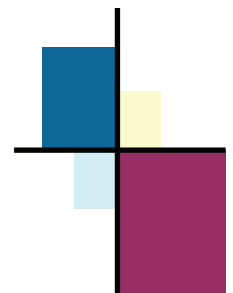
This year the GP Scorecard was overseen by a steering group that included the Clinical Commissioning Champions, Clinical Commissioning Group, Primary Care Team, The Commissioning Support Unit, Primary Care Quality Team and Public Health.

It was agreed that the 2012/2013 scorecard and profile would be produced with as little change as possible to ensure consistency and enable year on year comparison.

This year there was a change to the format of discussions; rather than individual practice meetings, the practices were brought together in small groups to look at practice level priorities and to work towards a 2012/13 Practice Development Plan.

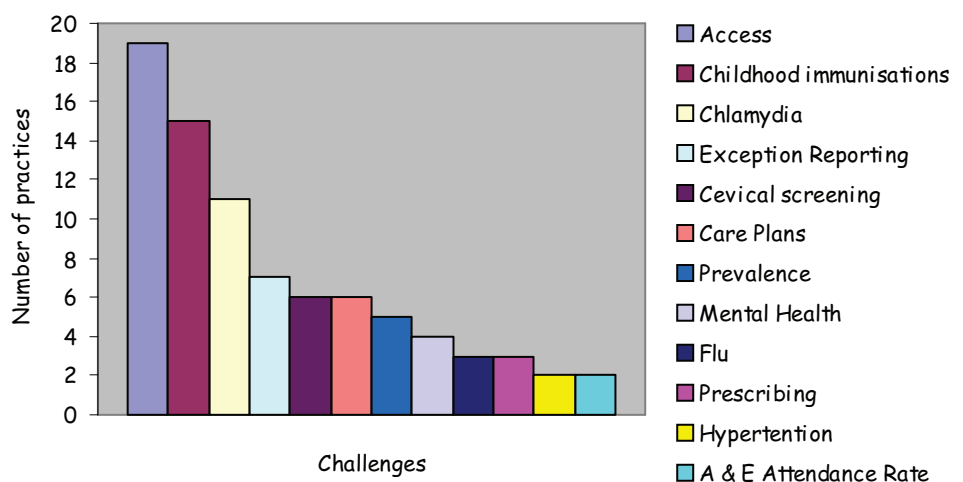
The aim of the workshops was to provide a non-judgmental, supportive environment to enable sharing of good practice and to consider practices' development needs.

All the practices in Brighton & Hove took part and submitted action plans for 2012/13. This report summarises how practices evaluated this year's process and some of the common themes and good practices that emerged.



Practice Challenges

Prior to the workshop meetings practices were asked to identify 2 practice strengths and 2 practice challenges. The bar chart below shows the challenges practices identified and the number of practices experiencing them.



Need advice or support completing your action plan?

If so, your colleagues might be able to help. The practices below are willing to offer guidance with the following:

Access

University of Sussex Health Centre
 Email: lindsay.coleman@nhs.net
 Telephone: (01273) 249006

Childhood Immunisations

Warmdene Surgery
 Email: susan.harries@nhs.net
 Telephone: (01273) 545906

Exception Reporting

St. Peter's Medical Centre
 Email: heather.dilks@nhs.net
 Telephone: (01273) 606006

Flu Vaccinations

Central Hove Surgery
 Email: amanda.jones20@nhs.net
 Telephone: (01273) 744927

Cervical Screening

Preston Park Surgery
 Email: tricia.gibbons@nhs.net
 Telephone: (01273) 542791

Prevalence

Hove Medical Centre
 Email: vanessa.elliott@nhs.net
 Telephone: (01273) 413666

Benzodiazepine Prescribing

Park Crescent Health Centre
 Email: carol:whitney@nhs.net
 Telephone: (01273) 523633

Patient Experience

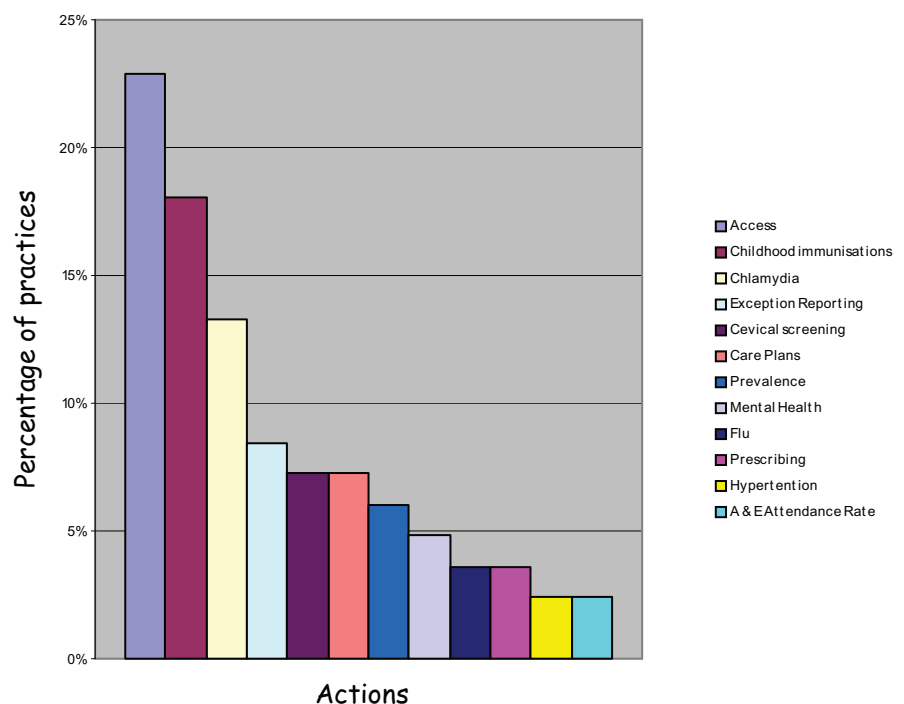
Mile Oak Medical Centre
 Email: rick.jones@nhs.net
 Telephone: (01273) 426210

NHS Health Checks

Albion Street Surgery
 Email: ninagraham@nhs.net
 Telephone: (01273) 605497

Practice Action Plans

After the workshop meetings practices were asked to write and submit practice action plans which addressed the practices challenges. The bar chart below shows the percentage of practices that included an action i.e. 'access' in the practice action plan.

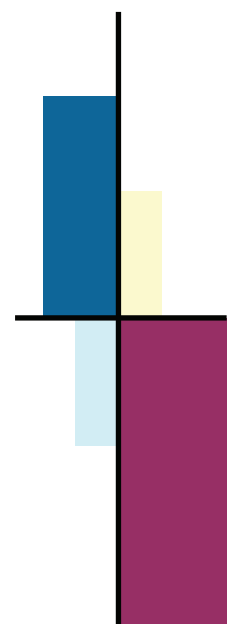


Workshop Evaluation

In total 9 workshops were held, 3 for each locality with 114 practice staff participating.

The evaluation feedback was extremely positive with many participants commenting on the benefits of meeting with other practices to discuss issues and share ideas.

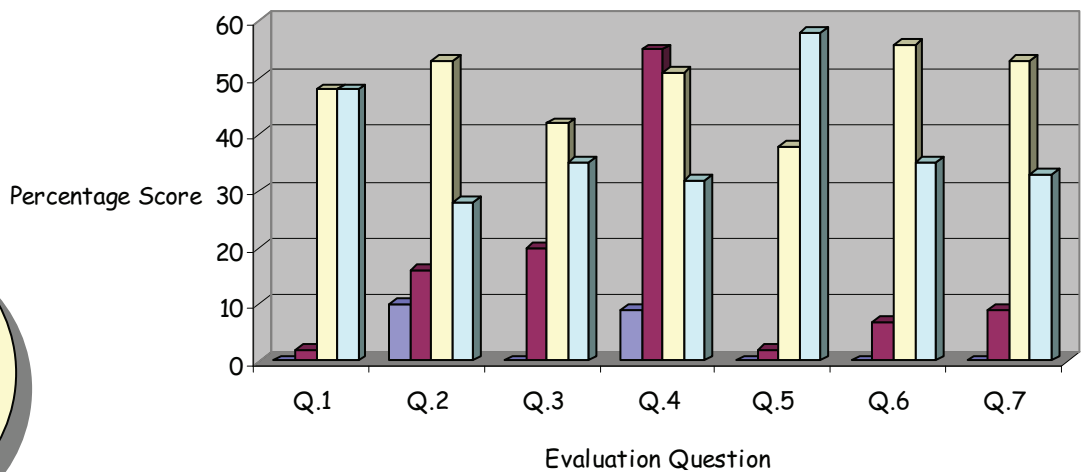
For each of the 7 evaluation questions the response on average was either 'good' or 'excellent' with very few participants rating the any part of the process 'average' or 'poor'.



The evaluation questions covered the following aspects of the workshop process:

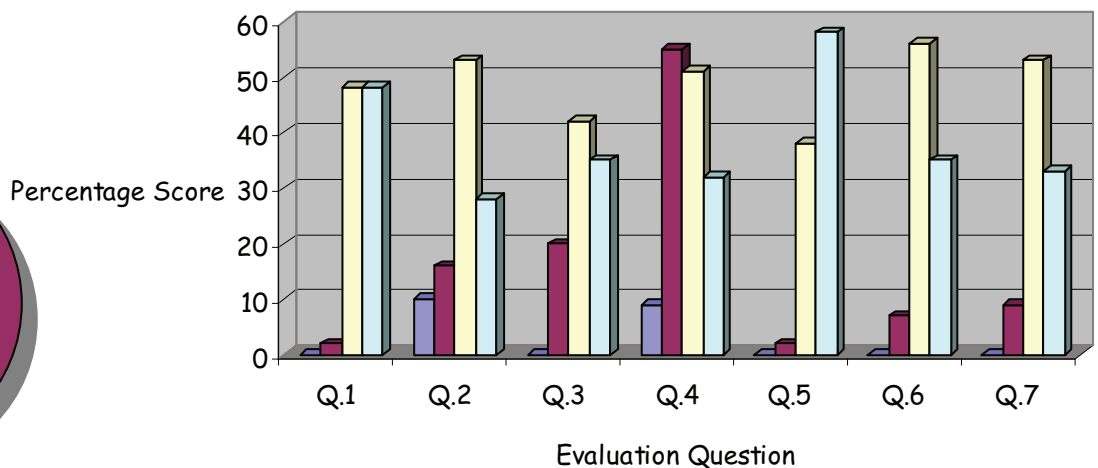
- Q.1 Welcomes, introductions and scene setting
- Q.2 Public Health presentation on using the scorecard to improve patient outcomes
- Q.3 Key messages from the scorecards and practice profiles
- Q.4 Presenting and discussing practice strengths
- Q.5 Presenting and discussing practice challenges
- Q.6 Action points identified from discussion
- Q.7 Next steps - Practice Action Plans

Evaluation Summary West Locality



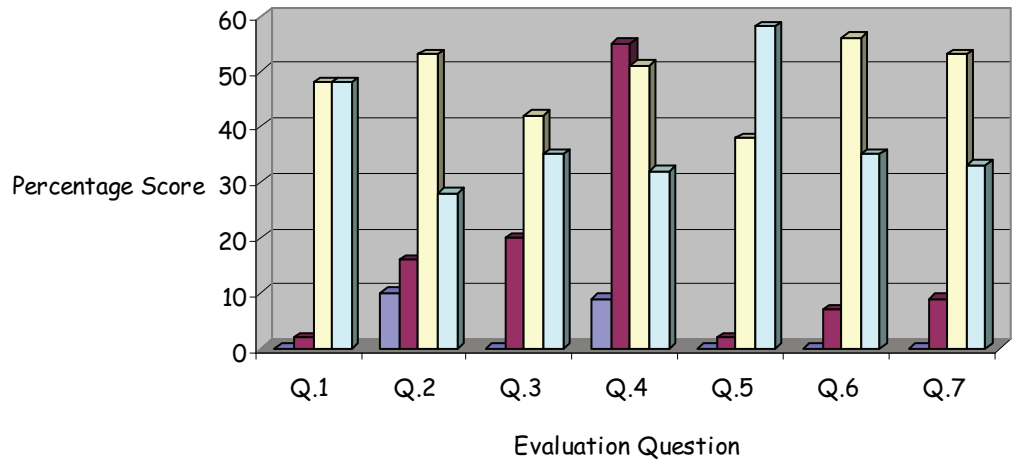
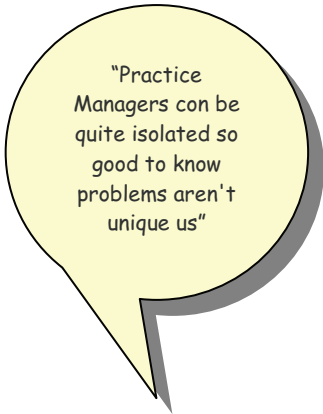
"Great to share experiences and practical Solutions; very useful session"

Evaluation Summary Central Locality



"Great to find out what other surgeries are doing and comparing; feels supportive"

Evaluation Summary East Locality



Practice Issues

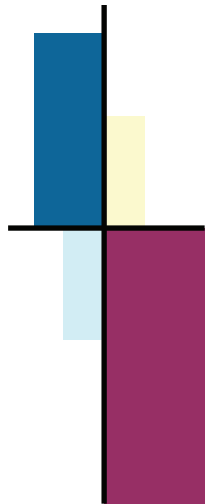
During the workshops a number of issues were raised by practices and since then the following has been done to address these:

Health Visiting: A number of practices raised concerns about access to an identified Health Visiting Team. A workshop focussing specifically on Health Visiting was included in the city-wide PLS event in June.

Lack of training opportunities: Lots of concerns around the recent changes and reduction in primary care education and training were raised; these concerns have now been fed into the Clinical Education and Training Committee.

Pressures on practice time: Practice staff articulated there were increased competing expectations on their time and felt planning around external events and workshops could be improved. A practice calendar will soon be available on the PCT website extranet.

Sussex Interpreting Service: Quite a number of practices raised concerns about the quality of this service; this has been fed into the CSU to inform contract discussions.



Next Steps

The Public Scorecard is now being updated with new data and will be circulated to practices at the end of June. Practices will then have 2 weeks to refresh the profile before its published in mid July.

Your Business Support manager or Clinical Champion will be in touch at the end of September to check how your action plan is going and offer support if needed.