

Ivy Medical Group – Practice Update to the Patient Participation Group 24 November 2022

You said - communicate better with us

Our patients told us that some people cannot use mobile technology or social media

What we are doing

We are developing a system for identifying all these patients so they can receive a postal service on all key news. This will be fully place by the end of March 2023.

What we have done

We have developed a Patient Partner role. This role is to take on a key piece of work on a voluntary basis to support the Ivy team. We have recruited a number of Patient Partners:

- Dan is a Patient Partner who is a local resident at our Learning Disability home in Burton Joyce. Dan is regularly updating our notice boards and helping us with posting key messages to those who are housebound or cannot use technology.
- James Hall is our Patient Partner for younger people engagement. James runs an adult football team and has a keen interest in younger people's health. James is working with sixth forms to understand the needs of us under 18s so we can plan services with them and for them.
- Lindsay Hall is our Patient Partner supporting us with end-of-life care. Lindsay is a clinical nurse specialist in palliative care and end of life care at Nottingham University Hospitals NHS Trust. We are working with Nottinghamshire Hospice to ensure our patients and carers receive the best care possible at the end of their life.
- Tracy Madge is our Patient Partner supporting us with our strategy. Tracy is a retired nurse who worked at director level across the NHS.
- We have revamped our PPG. We will be recording our PPG meetings and produce action notes. These will be published on the Ivy website and signposted on the village Facebook pages. Postal copies will be issued to those who do not or cannot use technology

You said – improve our premises; we need a new building

What we are doing

- We will be installing automatic doors at Lambley Lane so people who find access difficult will be able to get into our service easily.
- Tracy Madge is working with us to support plans for our future premises. We are working with the local NHS to produce a business case to support a new facility.

You said – improve access and choice with appointments

We understand that some of our older patients prefer a face-to-face appointment. However, many pf purr patients prefer a telephone call.

What we are doing

- Reviewing the current service to inform a future plan based on what all our patients tell us
- Recruiting to our team so we are fully staffed
- We will review the system with the PPG and how we can support our older people's preferences
- **Any changes will be in place by Summer 2023 to allow engagement of 18-65 year olds**

You said – improve prescriptions processes

We understand that the current system has been difficult for some of our patients

What we are doing

- We are installing a system called the Electronic Prescription Service (EPS). This will require staff training so will be in place by the end of 2022
- This will mean patients don't need a paper prescription and won't need to come to us routinely for repeat prescriptions.
- It is faster a more efficient for our workforce and for the pharmacy