



Westlands Medical Centre

21 May 2019

Presenters:

Dr Paul Bennett

Jackie Dalby

Sr Vicki Windebank

Lead GP Partner

Business Manager

Nurse Manager



Welcome to Westlands

Housekeeping...

Fire Alarms

Fire assembly point



Welcome to Westlands

This Presentation is aimed to give you...

A sense of Westlands

Our Ethos & Vision

How we look after our People

What we do well

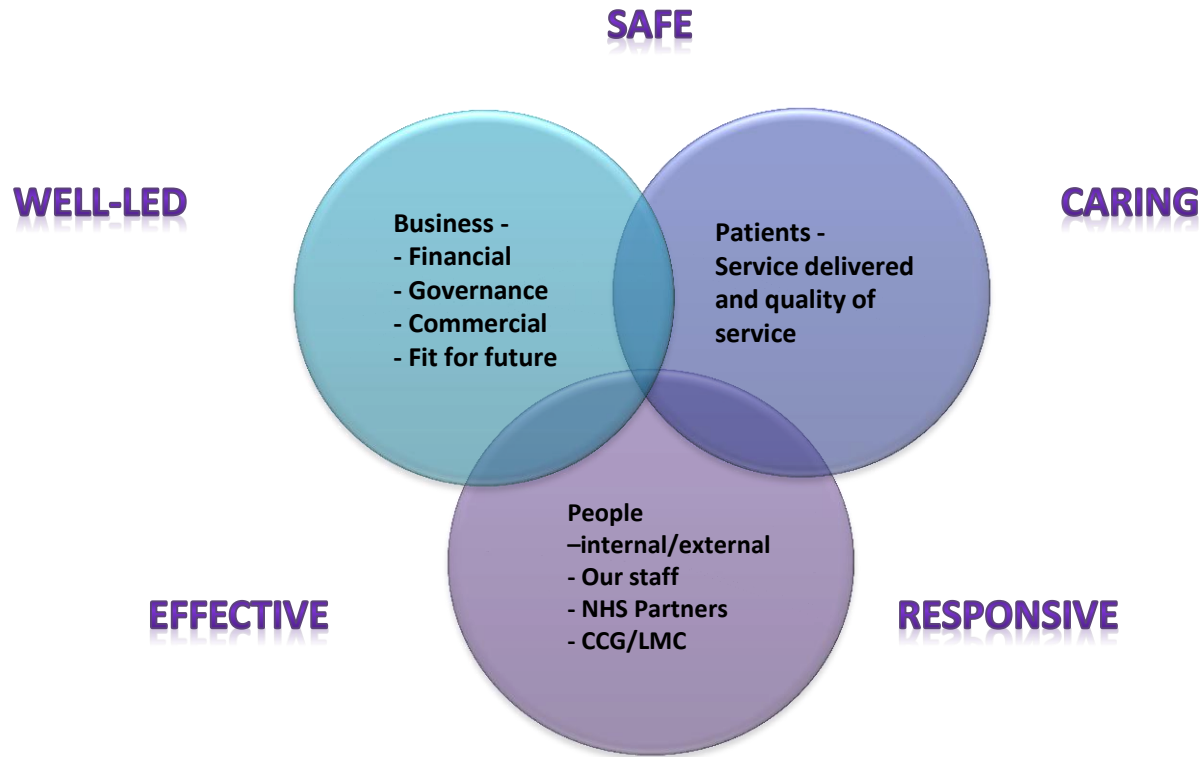
What we still need to do

Example of best practice



Our Ethos

everyone does their best,
for every patient,
every time..



'Looking to the future using innovative models of care to maximise our resources, continuing to provide first class General Medical Services, working alongside community and voluntary providers for the people of Portchester today, tomorrow and in the future.'





Our People..



Who we are..

Westlands is a Practice which has served its community for almost 25 years, in a purpose built facility and delivers a wide range of services to a population of over 10500 people...

...we have a one team approach...

...we work hard and deliver what we say we will deliver...

.....

...we are Westlands



Our People..

Our Doctors

- Led by Dr Paul Bennett
- Highly regarded by our patients
- A strong, mutually supportive partnership
- Strong links to NHS partners, LMC, CCG, GP Training & Research
- A dynamic, innovative and forward-thinking Partnership



Our People..

Our Nursing Team

- Led by Sister Vicki Windebank
- Well regarded by the practice and patients alike



Our People..

Our Nursing Team

Speciality areas include:

- nurse prescriber
- research
- respiratory
- diabetes nurse
- mental health, dementia and Learning Disability

Health care support workers role evolving to support duty team



Our People..

Our Nursing Team

Queens Nurse Institute

“Committed to learning, leadership and high standards of practice and patient care”

We are proud..

- Sister Caryl Goldstone has successfully applied and been appointed to the Queens Nurse Institute



Our People..

Our leadership ..

Innovative Operational structure to ensure Practice is fit for purpose and has resilience for demands of General Practice today and in the future

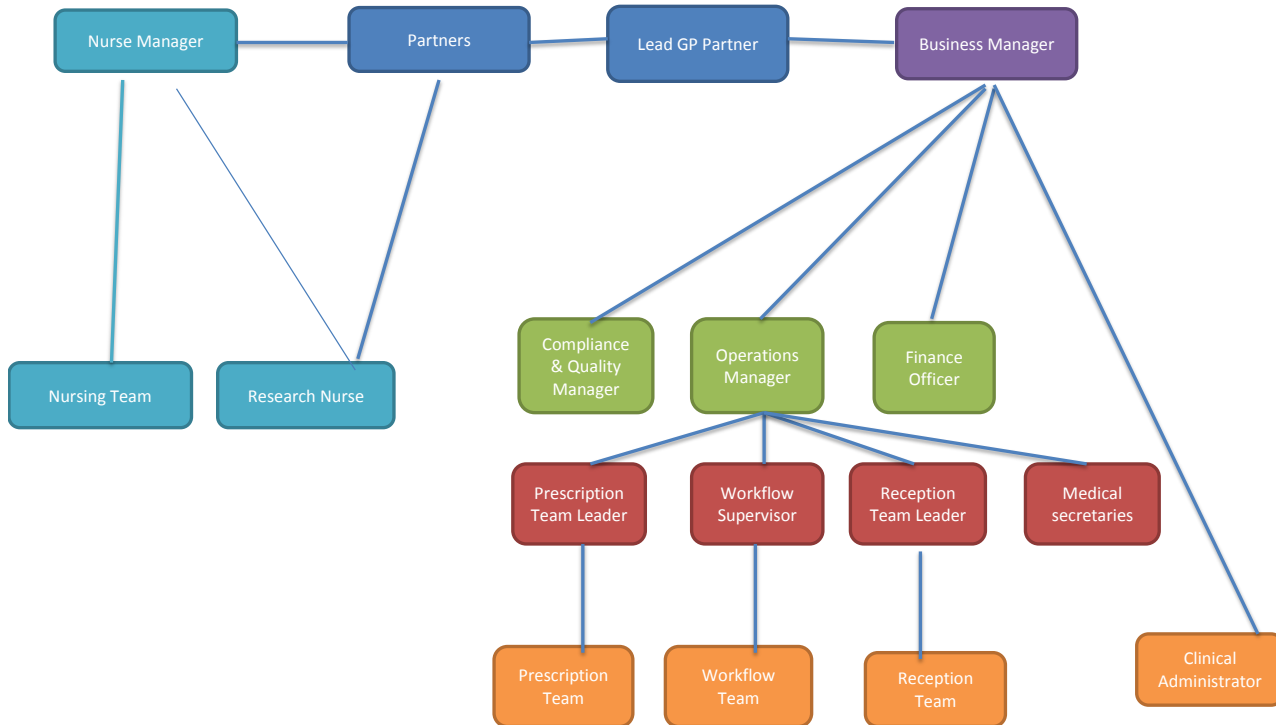
Forward thinking, innovative Management team led by our Business Manager and supported by:

- Operations Manager
- Quality & Compliance Manager
- 2 Team Leaders



Our People..

Our leadership ..





Our People..

Our leadership ..

- Structure reflects our approach
- Escalation huddles



Our People..

The Westlands Worker

Works an average of 20 hours a week, over 3-4 days

They are resilient, loyal & work incredibly hard

Average length of service is 6.6 years

Longest length of service is 20 years!



Our People..

What we are proud of

- The capabilities, capacity and resilience of all those that work at Westlands.
- Support, development and mentoring of staff
- Our commitment to training the GPs of the future so that general practice can be sustainable



Celebrating our staff..

Examples of our staff going above and beyond in the service they provide to our patients:

- One of our patients recently celebrated her 100th birthday. Our nurse prescriber took the time to get staff to sign a birthday card for the patient, and when the patient came in for her appointment, available staff sang “Happy Birthday” to her
- Our staff regularly hand deliver urgent prescriptions to our housebound patients and patients with reduced mobility
- Following a injury, a patient who was on warfarin needed to attend A&E, however, there was a waiting time of 1 hour plus for an ambulance to collect him from the Practice. The nurse called A&E to inform them that Westlands staff would be attending with the patient, who had no family, to ensure that there would be a smooth handover at the hospital. Arranged transport and nurse accompanied the patient and ensured handover to the emergency team,
- Sr Vicki Windebank was recently nominated as a Rising Star in the Clinical Research Network Awards.



Our People..

Our challenges

- Preparing staff for new models of working in General Practice
- National Living Wage & historic staffing costs
- Retaining and attracting high quality people to our Practice



Our People..

What have we done

Ensure our staff feel valued and invested in Westlands by:

- Annual staff pay review, incorporating the NLW as a minimum
- Introduce Profit Sharing Scheme
- Reward scheme introduced to celebrate success at Westlands
- Introduced Westlands 100 challenge
- Enjoying socialising & Fund raising events



Our Patients..



Our Patients..

What we are proud of..

Our positive relationship with the people who use our services

- The practice seeks the views of people who use the service



Our Patients..

What we are proud of..

Our positive relationship with the people who use our services

Feedback from comments, social media compliments highlights that our patients value:

- The personal care & attention offered by the GPs and Nurses
- The work and friendly manner of the front of house teams



Our Patients..

What we are proud of..

Our Patient Group who have been established for over 10 years

- They are our critical friend
- They actively support the Practice in events such as seasonal flu clinics and patient promotions
- They are the 'voice of the patient'



Our Patients..

Our challenges..

- Increasing patient expectations
- Population with increasing complex needs
- Enabling our patients to access locally developed services
- Empower the Patient Group to influence Practice Strategy



Our Patients..

What are we doing..

Challenging...

Innovating...

Changing..



Our Patients..

Examples.. Multi Disciplinary Duty Clinic

What we want to achieve:

- Increase capacity
- Improve patient experience

How do we do this

- Duty team approach

Patient Satisfaction

- 100%

Outcome

- Capacity increased by 100%

Additional benefits realised..

Insert from survey.



Our Patients..

Examples.. Virtual Home Visiting Service

What we want to achieve:

- Early intervention
- Increase GP capacity

How do we do this:

- Prescriber Nurse visit and virtual consultation with GP

Patient Satisfaction

- 100%

Outcomes

Quality outcomes achieved

Additional benefits...

“This service exceeded my expectations”



Our Patients..

Examples.. One Nursing Home One Practice

What we want to achieve:

- Proactive, personalised care to residents in local care home

How do we do this

- Ward round and virtual consultations

Patient Satisfaction

- Continuity of care and ease of access for residents and those who care for them

“It has been a pleasure working with both yourself and Dr Bennett. Thank you for all your help in setting up the wonderful service our residents receive from Westlands”

Carleen Nursing Home Manager



Our Patients..

Examples.. One Nursing Home One Practice

Outcome

- Visit requests reduced by 70%

Additional benefits...

- Prescribing

It has been a pleasure working with both yourself and Dr Bennett. Thank you for all your help in setting up the wonderful service our residents receive from Westlands”

Carleen Nursing Home Manager



Our Population groups..



What we do for older people..

We recognise that our patients are living longer and healthier but often have multi or complex needs. So we have..

- Created a flexible appointment system
- All patients have a named GP
- We host Surgery Sign posters
- We have created bespoke mobility scooter parking near the entrance to the building
- Weekly MDT meetings will commence shortly
- We continue with our successful 'Rosey on the road' flu vaccination programme.

"I am a carer of an elderly patient, I spoke to your receptionist who was very helpful, she went above and beyond what she has to do, well done and thank you for helping me"



What we do for people with long term conditions..

We offer a wide range of services for patients with long-term conditions. These clinics are led by highly experience trained Nurses supported by our Health Care Assistants. Examples include..

- Diabetes, COPD, Asthma, Heart disease, CKD,
- We have introduced a 1 patient 1 recall approach.
- We provide a home visiting service for housebound patients with long-term conditions,

"Westlands have been amazing with me, the asthma nurse has managed me to the point I have not had an issue for a year"



What we do for families, children and young people..

16% of our practice population are under 16 years of age. We recognise that the service we offer to these children and their families has to be responsive their needs. Examples of how we do this..

Prioritising young children with acute illnesses

Baby vaccination clinic staffed by 2 experienced nurse

Bespoke seasonal flu clinics for children.

Thank you both for seeing my son on Wednesday. We arrived without an appointment and you didn't hesitate to help us. You showed us compassion and understanding and were reassuring to myself and my three year old son. We are incredibly grateful. Thank you.



What we do for working aged people..

60% of our practice population are of working age. We recognise that the service we offer needs to take into consideration their busy lives and ability to access our services. Examples of how we do this..

Promoting technology

Extended Hours Appointments

We offer a summer vaccination programme for those young people starting university for the first time

E-consult - "it was quick and easy and I had a response much quicker than I thought, to both my mobile as a text and also email. It saved me making, at the moment, an unnecessary appointment and meant I could continue working without having to take time off for an appointment. A good first port of call."



What we do for people who's circumstances make them vulnerable..

The service we offer recognises that some of our patients circumstances or health needs will make them vulnerable

Examples of how we try to help these patients are..

We offer a annual health and well being reviews

We carryout 'looked after children' medicals for social services

We have a safeguarding team to support vulnerable adults and children

"Thank you to the prescription member of staff for going over and above duty to help me get my son who has Cerebral Palsy some waterproof covers for his casts after an operation. All ok now. Thank you!"



What we do for people with poor mental health..

The service we offer recognises that some of our patients circumstances or health needs will make them vulnerable
Examples of how we try to help these patients are..

We are a dementia friendly practice

We offer specialist Nurse led appointments such for patients with mental health needs, dementia and learning disabilities

“I really like this surgery. I feel able to come here and discuss any issues I have, I would really recommend Westlands”



Our patient stories..

Our patients take the time to show their appreciation for the service they receive from us. We receive emails, cards and feedback in our Comments Book in Reception. Examples of comments received from our patients are:

- “You always amaze me. You are all under such great pressure but always provide helpful and cheerful support”
- “ Both you and Lloyds are a great asset to our community. Thank you for being there”
- “I consider that Dr Bennett's professionalism and attitude were a credit to the practice. He has a caring and empathetic approach, and put me at ease regarding a potentially stressful situation. In my opinion, he is the epitome of the gold standard for a GP. Additionally, the professionals that I have seen recently at the practice have all been of the same exacting standard. Well done to all and thank you.”



What do we still need to do for people in these population groups

- **People who are experiencing poor mental health**
- **People who's circumstances make them vulnerable**
- **Carers**



How do we keep our patients safe..

We recognise the importance and increase in legislation and good practice in Primary Care. We have a strong focus on Governance and Compliance. We have..

- Patient Safety Lead GP
- Compliance and Quality Manager
- Audit System
- Quasar
- Prescribing
- Gold Standard Framework
- Safeguarding Leads for Adult & Children

“I have always found it easy to communicate with Dr Bennett and the other staff at Westlands medical centre.

I can usually speak to a GP when I call the surgery about a patient. I also find that the Dr 'S are willing to discuss my assessments and will listen to my recommendations, from a Specialist palliative care point of view.” Kate Arden – Clinical Nurse Specialist in Palliative Care



How do we keep our patients safe..

What do we still need to do..

- Recording of patient feedback
- Patient Safety Meeting

GP EXAMPLE PLEASE



How do we keep our patients safe..

What have we done..

- Compliments and complaints log
- Extend attendees to the Patient safety meeting

GP EXAMPLE PLEASE



How are we well led..

What we are proud of..

- Innovative Management Structure
- Quality Improvement Ethos
- Innovative approach to new models of care
- Our relationship with NHS Partners and service providers and are standing within the locality

Westlands 100 challenge – 100 things that can be done 1% better achieves 100% improvement



How are we well led..

What we are proud of..

Quality Improvement Ethos

- Dr Helen Pandya – Specialist in Quality Improvement
- Quality Improvement Framework
- Concept has been adopted and rolled out within the CCG
- Recent Project has been approved by HEE Wessex School of Quality Improvement

Westlands 100 challenge – 100 things that can be done 1% better achieves 100% improvement



How are we well led..

What we are proud of..

Research

- Dr Chris Castle is the Locality Lead
- Sessional level for RSI
- Hub and spoke model
- Dedicated Practice Research Nurse
- Rising Star Award
- Exploring Commercial Research Opportunities

Westlands 100 challenge – 100 things that can be done 1% better achieves 100% improvement



How are we well led..

What we are proud of..

Strong All round Business Performance

- Patient Survey
- CCG Performance measure
- QOF
- Financial standing

Westlands 100 challenge – 100 things that can be done 1% better achieves 100% improvement



How we are well led..

We recognise the importance of developing excellent working relationships with our NHS partners and delivering high quality services and care:

“We have found that the Initial Health Assessments undertaken by Westlands, have been exemplary. Both Dr Bowd and Bennett have managed to not only capture a true medical snapshot of the child/young person in question at the initial stage of care, but have also managed to capture the voice of the child and their experiences, which is invaluable. We hope these assessments form a precedent, and act as a guide to those undertaking any and all future assessments of our Hampshire children.”

Looked after children/safeguarding team– Hampshire County Council



How are we well led..

We recognise the importance of developing excellent working relationships with our NHS partners and building a reputation for Quality and Innovation...

“I think your relationship with Carleen NH and new ways of working are exemplary. I use it as an example of best practice – it would be good to evidence further how the proactive approach supports improvements for residents, Care homes and Practices...”

Transformation Manager – South Eastern Hampshire and Fareham and Gosport



How are we well led..

We recognise the importance of developing excellent working relationships with our NHS partners and building a reputation for Quality and Innovation...

“Just wanted to congratulate you on your DSP toolkit submission it is very thorough. I am very impressed at the Data protection and Security Audits of staff access and the actions taking from incidents it identified, and that you have undertaken the staff survey. Well done on all your hard work”

Data Protection Office for Primary Care



How are we well led..

Our Challenges..

- Responding to the New GP contract
- Succession Planning
- Implementing a clinical system change



How are we well led..

What have we done..

- Primary Care Network
- Succession Planning
- System Change



How are we well led..

“Successful leaders see the opportunities in every difficulty rather than the difficulty in every opportunity.”

Primary care has experience significant changes and more are on the horizon, Westlands has not been exempt from challenges.

At Westlands we have demonstrated resilience, we accept change, challenge the way we do things and are not afraid to try innovative ways of working

Our aim is to be recognised as beacon Practice
for Quality and Innovation



And finally..

Westlands has been an organisation that has demonstrated time and time again its commitment to providing the people who use the service, the people that care for them with an exceptional experience...

...over the last two and a half decades, we have built a strong relationship with our community and those who use our service often express pride and a sense of ownership in the practice

Westlands is financially stable, is highly valued by the people who it serves, has a loyal and committed workforce and is well positioned to continue to provide care to our community, no matter what the future holds...

...We are proud to be Westlands