

HORNCASTLE MEDICAL GROUP

The Old Vicarage
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Partners

Dr T Watkins
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Dr K Grundy

Nurse Practitioners

Elaine Humphry
Helen McGinn
Pauline Gray

Practice Manager

Richard Boucher

PRIMARY CARE QUALITY INITIATIVE

The outcome for some of our elderly patients, especially those with complex co-morbidities and suffering deterioration in general health, is often a visit to A&E or an unplanned admission into hospital.

In an effort to prevent this Horncastle Medical Group has signed up to the Primary Care Quality Initiative. The aims of the initiative will focus on earlier diagnosis of conditions, improvements in communication between health and social care professionals and identification of support that will allow patients, where appropriate to stay in their home rather than be admitted to hospital.

In addition to meeting internally Horncastle Medical Group has met with other local Practices to exchange ideas and prepare in advance of the national scheme which is to be fully implemented from 1 April 2014.

Named GPs – For those patients aged 75 years and over they will be allocated a named doctor. In the first instance this will be their registered GP however if patients prefer to see a different GP then the named doctor will be amended to meet the patient's wishes.

Improved communication – Although the GP may often be the first point of call, many other services may be involved in the care of patients deemed to be most vulnerable. We have discussed and considered how improvements can be achieved in communication, for example with nursing homes, nurses, hospitals, specialists and ambulance services, all of whom are not based at the Practice.

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Identifying those in need – We realise that there will always be a significant number of patients who suffer with a wide range of conditions and who may need regular hospital attention. However we have discussed how we can identify patients who may be at high risk and we will contact you about this if it is appropriate.

Feedback- In addition to the Annual Patient Survey the Practice continues to value patient feedback. The practice will soon take part in the Friends and Family Test; the questions we will be asking you are:

- Would you recommend Horncastle Medical Group to your friends and family?
- Do you know that you can book appointments and order prescriptions on-line?

We hope the above highlights Horncastle Medical Groups desire to improve care and outcomes for our patients, particularly those who are more vulnerable.

R.Boucher – 04.04.2014