Our practice was purpose built and provides

* Automatic doors
* Parking with disabled bays
* Ground floor building with wide corridors, easy access for wheelchairs
* Large consulting rooms to accommodate wheelchairs, prams and families
* Confidential/isolation area in reception
* Child friendly area in waiting room
* Baby changing facilities
* Accessible toilets

**Evidence of the quality care provided for the six population groups:**

**Older people:**

* Named accountable GP for over 75’s
* Care plans
* Named care co-ordinator
* Medication delivery service
* Weekly dossett boxes
* Named contact in practice for processing MAR sheets for care/residential homes
* Dispensary Use Review of Medications (DRUMs)
* Telephone access for ordering medication (housebound patients)
* Monthly MDT to discuss at risk patients
* Active engagement with local Neighbourhood team
* Immunisation campaigns – flu, shingles, pneumonia
* Pulse checks at flu clinics for over 65’s and over to identify possible atrial fibrillation
* Local organisations attend annual flu clinic, e.g. Healthwatch, Age UK, Carers Connect, Health Trainer
* Local Healthwatch meeting attendance and feedback at PPG
* Carer support – signposting & information packs
* Care and residential homes with weekly GP ward round
* Voluntary car service
* Pro-active Patient Participation Group represent local elderly social clubs
* Practice engagement with the community- talks in schools, health promotion stall at local events & nurseries
* Dedicated telephone line for nursing & residential homes and community team
* Effective working relationship with wider MDT
* Practice Nurse & HCA home visits for chronic disease management.
* Referral to smoking cessation clinics, Weight Watchers and exercise on prescription

**People with long-term conditions:**

* Clinical lead in place for all major conditions
* Active engagement with local Neighbourhood team
* Monthly MDT meetings
* Specialist advanced nurse practitioner
* Nursing team trained in long-term conditions
* Care plans agreed and in place for COPD patients
* Effective recall procedures for monitoring of patients, non-attenders followed up by telephone
* 6 monthly medication reviews, majority face to face
* Practice nurse available during extended hours to facilitate ease of access to chronic disease reviews
* NHS health checks for early identification of chronic diseases
* Host diabetic retinopathy van
* INR clinic
* Immunisation campaigns – influenza and pneumonia
* Referral to smoking cessation clinics
* Referral to Weight Watchers and exercise on prescription
* Equipment loaning – BP monitors
* In house phlebotomy service
* 24 hour BP and 24 hour ECG
* Dossett boxes for complex cases
* Signposting to support services
* On-line booking of appointments and medication requests
* Dispensary Use Review of Medications (DRUMs)
* Proactive PPG
* Health watch attendance and feedback at PPG
* Practice engagement with the community
* Clinical system – sharing of data and information with relevant organisation with patient’s informed consent

**Families, Children and young people:**

* Dedicated Safeguarding lead GP
* Monthly safeguarding meetings including Midwife & Health Visitor
* Weekly midwife clinic
* Twice monthly health visitor clinic
* Daily morning minor ailment walk-in clinic
* All staff complete safeguarding training reguarly
* Childhood immunisation programme – recall and monitoring. Non-attenders discussed at safeguarding meetings
* Health promotion campaigns – nasal flu, rotavirus
* Sexual health including chlamydia screening
* Contraception – coil clinics and implant fitting
* Cervical cytology clinics
* On-line appointment booking
* On-line prescription ordering
* On-line summary patient record
* Flexible appointments around school times
* Practice engagement with the community
* Proactive PPG
* Local Healthwatch meeting attendance and feedback at PPG
* Patient self-check in

**Working age people (including those recently retired and students):**

* Daily minor ailment clinic (nurse practitioner led)
* Same day urgent triage
* Telephone consultations
* Routine GP clinics run to time
* In house phlebotomy service
* Extended hours – early morning & evening appointments
* On-line appointment booking
* On-line prescription ordering
* On-line summary patient record
* NHS health checks
* Delivery of medication to local post offices to enable collection at weekends
* Close working relationship with local pharmacies – prescription ordering service
* Choice of services offered when referred (via Choose & Book)
* In house physiotherapy service
* Private employment medicals
* Referral to smoking cessation clinics
* Referral to weight watchers and exercise referrals
* Minor surgery facilities
* Patient self-check in

**People whose circumstances may make them vulnerable:**

* Practice list is open to all
* Learning disability lead within the practice, annual LD checks
* Flexible appointment system for learning disabled patients to reduce distress if attending the practice
* Named point of contact in dispensary for ordering of medication for learning disability homes
* Regular MDT – including, Neighbourhood team meetings, team meetings, palliative team and clinical team meetings
* Clinical system – sharing of data and information
* Bereavement support
* Weekly/signed prescriptions for patients at risk
* Dossett boxes
* Safeguarding lead and regular training for all staff
* GP follow up appointments for patients needing support
* Working with local community support and signposting (well-being service, CAB, food bank vouchers)

**People experiencing poor mental health (including people with dementia)**:

* Mental health care plans
* Annual mental health reviews – recalls and monitoring
* Regular contact with CPN
* GP follow up – face to face or telephone
* Medication monitoring – weekly scripts/dossett boxes
* Access to Confidential self-referral for CBT
* Signposting to Single point of access
* Signposting and referral to local support agencies
* Same day urgent triage
* Ad hoc dementia screening for at risk patients
* Dementia care plans
* Practice staff are Dementia Friends
* Carer support & signposting
* Confidential area in reception