

PARK GRANGE MEDICAL CENTRE NEWSLETTER



CQC rating: Good

The Care Quality Commission (CQC) report was published on 6 June which awarded an overall rating of "Good."

Following our previous inspection, we have worked hard to make sure the improvements were put in place; working closely with the CQC and Bradford City CCG.

The report recognises that we treat our patients with 'compassion, kindness, dignity and respect. Achieving this rating means the report recognises the work we have put in place as a practice to deliver the significant improvements made since the last inspection.

It is particularly pleasing to see the inspectors rated Park Grange as outstanding in relation to the way we use innovative technological solutions within the practice.



Care Navigation

Care Navigation is a new initiative which is about choice and aims to ensure patients receive the right care from the right person, first time.

When patients call the practice to book an appointment, you may be asked a few brief questions by the reception team that will help them direct you to the most appropriate person to meet your needs.

This could be a service offered at their practice such as a GP, nurse or pharmacist; or it could be something offered elsewhere such as local wellbeing or community services.

Care Navigation will only be available for adults and will be completely voluntary. Patients are free to choose not to share any information if they prefer and will never be refused a GP appointment. Any information shared with a reception team will be strictly confidential.

For further information please visit: <https://www.bradforddistrictccg.nhs.uk/news/-gp-practice-teams-to-point-patients-in-the-right-direction/>



Extended hours hub

This practice is part of the extended access service which provides GP, physiotherapy, nurse and healthcare assistant appointments from 3 locations across Bradford. Weekday appointments are available every evening from 6.30pm to 9.30pm. Weekend appointments are available from 10.00am to 1.00pm on Saturdays and Sundays from the central hub, subject to availability.

For further information please visit: <https://goo.gl/jt3XJC>



Evergreen Life App

We are now offering the Evergreen Life service to all patients at our practice to help take control of your health and medical records, get fit, get healthy or live longer. Evergreen Life's website and app bring all of your health information together.

To find out more about this service, please visit www.evergreen-life.co.uk



New OTC policy

In the year prior to June 2017, the NHS spent approximately £569 million on prescriptions for medicines, which could otherwise be purchased over the counter (OTC) from a pharmacy and/or other outlets such as petrol stations or supermarkets.

By reducing spend on treating conditions that are self-limiting or which lend themselves to self-care, or on items for which there is little evidence of clinical effectiveness, these resources can be used for other higher priority areas for the NHS.

The costs to the NHS for many of the items used to treat minor conditions are often higher than the prices for which they can be purchased over the counter as there are hidden costs. For example, a pack of 12 anti-sickness tablets can be purchased for £2.18 from a pharmacy whereas the cost to the NHS is over £3.00 after including dispensing fees. The actual total cost for the NHS is over £35 when you include GP consultation and other administration costs.

NHS Bradford District and Craven CCGs have agreed to adopt NHS England's guidance on reducing prescribing of over the counter medicines.

This means that if you have a minor condition that can be easily treated with medicines that are available to buy, your GP may ask you to buy the medicine rather than issue a prescription.

There are 35 minor, short-term health conditions including Acute sore throat, cold sores, conjunctivitis, coughs, colds and nasal congestion

For further information: <http://www.bradfordcityccg.nhs.uk/get-involved-/consultations/previous-consultations/>