



EAGLE HOUSE SURGERY

Patient Newsletter - September 2014 – Issue 2

We are writing to let you know that we were offered the opportunity by the Department of Health to participate in a range of extra services, called Key Performance Indicators (KPIs).

We were given a list of extra services and asked to select those, in consultation with our Patient Participation Group members, that we would like to offer to our patients.

There were a total of 37 indicators ranging from recording the percentage of patients smoking in pregnancy, through to undertaking medication reviews for patients over 65 taking four or more medications weekly, providing annual health needs assessments for patients with Learning Disabilities, plus a group of indicators relating to Diabetes care.

We met with members of the surgery's Patient Participation Group, and gave them a copy of all the indicators. Through discussion with Dr. Rubenstein and Dr. Khaled, the following Indicators were selected and agreed:

- Infant Feeding – the percentage and type of feeding infants are receiving (i.e. breast fed or bottle fed) to be recorded during the 6-8 week check and recorded on a specific template
- Smoking in pregnancy – the percentage of pregnant women recorded as smokers; smoking discussed and patients referred to Stop Smoking services
- Phlebotomy – the surgery offers a choice of phlebotomy appointments available to any patient to have blood taken here
- Over 65s medication reviews – recording the percentage of patients aged over 65 taking four or more medications receiving a 6 monthly medication review
- Practice's opening hours – the Practice is open at least 52.5 hours per week and is able to take calls over lunchtime

- Clinical availability – Clinical appointments available must total 16.5 hours per 1000 patients per week
- Patient Participation Group – patients have influenced service redesign through the practice’s PPG, been involved in discussions with the practice about the development and selection of KPIs for 2014. The practice is to publish its KPIs in the surgery’s waiting-room and on the practice’s website and to engage the PPG in monitoring its KPI achievement
- Learning Disabilities: patients with Learning Disabilities on the Register who are given a consultation with a clinician for an annual health needs assessment

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- Diabetes testing – screen patients in at risk groups for Diabetes with a fasting blood glucose test with one of more of the following criteria:
 - Obesity
 - Ischaemic heart disease
 - Patients with CVA (Cerebral vascular accident, a stroke)
 - Hypertension
 - Patients with a 10 year cardiovascular disease risk of more than 20%
- Diabetes Care 1: Year of Care - Practice to offer “Gold Standard” Diabetic Year of Care treatment to all patients with Type 2 Diabetes. With this method of management, all type 2 Diabetics should expect to receive the 15 Diabetes UK expectations of care (as appropriate)
- Diabetes Care 3 – Diabetes Control in Primary Care (general practice) Type 2 Diabetic on insulin to be seen at the surgery for their Diabetic control except for those with stage 3 kidney disease where hospital management is indicated
- Diabetes Care 4 – Type 1 Diabetics who do not wish to go to hospital are offered an appointment at least twice yearly for a Diabetic review
- Diabetes Care 5 – insulin initiation: initiate insulin for appropriate patients as per NICE (National Institute for Health and Care Excellence) guidance
- Diabetes Care 6 – GLP initiation – initiate GLP1, which is one of the most recent Diabetic medications for appropriate patients as per NICE guidance

We will report back to the Patient Participation Group and to our patients via a further newsletter available both in the surgery and on our website: eaglehousesurgery.com, regarding the percentage achievement and other outcomes early next year.

If you have any questions about any of these Indicators or feel that one or more may apply to you, please ask your GP at your next consultation for more information.

GPs at Eagle House Surgery