

# Dr Sharma's Practice

Patient Participation Group

12<sup>th</sup> March 2012

# A Year in the Life of General Practice

- Registered Patients - 3100
- GP Appointments - 14500
- Nurse Appointments - 6000
- 250 Home visits
- 8000 telephone consultations

# Managing Long Term Care

- 134 CHD Reviews
- 41 Heart Failure Reviews
- 613 Hypertension Reviews
- 191 Diabetes Reviews
- 285 Asthma/COPD Reviews
- 119 Chronic Kidney Disease Reviews
- 312 Mental Health Reviews

# Services for Children

- 375 - Vaccinations and Immunisations
- 100 - 8 week checks - babies
- 42 - Joint clinics with Health Visitors

# Other Services

- 810 Influenza Vaccinations
- Specialist services for people with Learning Disability – (Dr S V Sharma and Lesley Duke are leaders in this area of Practice)
- Palliative Care

# But it's not just about seeing patients

- 10,000 clinical letters to read
  - 8,000 Pathology reports to be read
  - 8200 sets of records to maintain
  - Insurance/Legal Reports to write
  - requests for copies of medical records
  - Assessment questionnaires
- and
- Countless telephone calls

# Running the Practice

- 3 Doctors (2 full-time, 1 part time)
- 2 Nurses
- Practice Manager
- 2 Administrative Support
- 3 Receptionists
- Prescribing Adviser (priceless)
- Medicines Management Technician

# Medicines Management and Prescribing

- 60,000 prescriptions
- £1,000,000
- 2400 medication reviews



# Learning and Development

- All GPs and Nurses have an agreed learning plan and under appraisal annually
- All Management and Staff have learning objectives and have annual appraisal
- Practice is accredited by Keele University Medical School for the teaching of medical students and both Birmingham and Wolverhampton Universities for providing post graduate Nurse training

# Valuing Patients

- Treating with respect
- Offering Choice
- Best clinical practice
- Maintaining confidentiality
- Open and honest
- Striving for quality