

West Yorkshire Integrated Care Board Pre-engagement Session

Sharing Good Practice in Primary Care

- **Appointments**
- **Good Communication**
- **Inclusion**



Moorfield House Surgery (Leeds)

My name is Sid Jenkins, and I am so pleased to be a member of this PPG and so satisfied to be a patient of Moorfield House Surgeries, for over 30 years.

I hope you will join with me as I ask that vote of thanks be placed on record, to recognise their unselfish work for their patients/clients.


This very short film conveys the aims and friendliness of Moorfield House Surgeries.





Moorfield House Surgery (Leeds)

Whenever I contact them to get an appointment for myself or my daughter, they are always able to accommodate my request and I am offered the choice of a face to face or telephone appointment. I find the reception staff to be helpful.





Burley Park Medical Centre (Leeds)


The reception staff are fantastic, feels like they bend over backwards at the lengths they've gone for me, helping with complex appointments and sorting letters and liaising with clinics across the country for me and they keep great communication, absolute legends.





St Martins Practice (Leeds)

Patient feedback suggested it wasn't working at all well, now using an alternative, older system which is simple, effective, easy to use and can be done over the phone or in person, not just on the internet.





- Dewsbury (Earlsheaton Medical Centre):

'....service and attention that I get is wonderful.'

- Heckmondwike (Undercliffe Surgery):

'...fantastic - they do everything I ask of them. Very good staff and all willing to help.'

- Cleckheaton (Park View Surgery):

'I get a quick appointment and find everyone helpful and supportive.'





- **Batley (Batley Health Centre):**

'...whenever I call them I am always given an appointment on the day and seen face to face, all the staff are very helpful.'

- **Craven (Cross Hills Group Practice):**


'I had a quick response to my appointment request, was seen the same day, referred to a specialist and tested within the week.'





Armley Medical Practice (Leeds)

Back in July 2019 our Practice completed the LGBTQ Foundation Pride in Practice Award and were successful in being the first Gold Award Accredited Practice as part of the Government Equalities Office Pride in Practice pilot.



Good Practice Actions (Armley)

Participation in Pride in Practice programme led to many changes, including:

- All staff completed LGBTQ training and included in staff induction
- updated policies and procedures
- new templates for consultations about advice on contraception and STI testing
- patient registration forms updated to include guidelines on recording sexual orientation and status monitoring.

6 Gibson Lane Practice (Leeds)

I'm a transgender individual, I've been working with my GP over the past 6 months to help progress my transition. The GP has been very accommodating of my needs and has treated me with dignity and respect throughout. I feel very privileged to have had such a great experience during this time when many others do not. My sincere thanks to all that have helped me and continue to help me at the practice.

Good Practice Actions (Fountain Practice Leeds)

Better access to information by:

- Showing ALS film in waiting room to encourage patients to ask for accessible information.
(films available: Healthwatch Leeds.)
- Dedicated member of staff to collect this information from patients.

Leading to increasing numbers of people asking for accessible information.



Woodhouse Practice (Leeds)

A deaf patient I saw in clinic raised the difficulty they faced with booking an appointment. They relied on a family member to book appointments. Suggested an improvement: a dedicated phone number to contact for appointments.

Hassan H Ali (GPSA Quality Improvement Project)



Good Practice Actions (Woodhouse)

Providing deaf patients with a **Business WHATSAPP Text Service** to facilitate booking appointments:

- Use of preferred language
- Direct access to reception for appointments privately
- Enables follow up with AccruX
- Automated messages can sent to deliver important information about service / where to go / prescription details

King Cross, Spring Hall and Lister Lane Surgeries in Calderdale

King Cross: Registration was easy"

Spring Hall: 'it was easy to register' and 'my GP give me an interpreter.'

Lister Lane:

'I have had 4 appointments with the doctor over the phone and they arranged an interpreter for the calls, it was very good.'

'The receptionist is friendly and helpful. She gives me more time than GP.'

How can we share good practice?

What will you do?