

**HEALTH INEQUALITIES PROJECT: QUARTERLY PERFORMANCE REPORT**

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| **Practice Name** | **The Grange Medical Centre** |
| **Quarter** | **Q5** |
| **Form Completed by** | **Rianne Norton – Public Health Team Administrator** |
| **Date of Completion** | **1st July 2015** |
| **Signature** **Practice Manager/Lead GP** | ***A Marwood & Dr L Crawley*** |

***This form should be completed and returned no later than the 5th of the month or the next working day***

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| ***QUARTER*** | ***MILESTONES*** | ***PROGRESS AGAINST MILESTONES*** | ***SUPPORTING EVIDENCE TO DEMONSTRATE PROGRESS AGAINST MILESTONES*** | ***WMDC COMMENTS AND RECOMMENDATIONS*** |
| ***Quarter 1******Quarter 2******Quarter 3******Quarter 4*** | **Please see Q1 submission.****Please see Q2 submission.****Please see Q3 submission****Please see Q4 submission** |  |  |  |
| ***PRACTICE COMMENTS/FURTHER INFORMATION***  |
| ***QUARTERLY BUDGET BREAKDOWN*** |

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| ***Date received from practice:******Date forwarded to Public Health Network Links:******Date forwarded to Performance Monitoring Subgroup:******Date forwarded to WMDC Finance to process payment:*** |
| ***QUARTER*** | ***MILESTONES*** | ***PROGRESS AGAINST MILESTONES*** | ***SUPPORTING EVIDENCE TO DEMONSTRATE PROGRESS AGAINST MILESTONES*** | ***WMDC COMMENTS AND RECOMMENDATIONS*** |
| ***Quarter 5*** | *Monitoring of caseload levels, reporting on any increases/decreases (brought forward from Quarter 4)**Collate results of the patient survey, present and discuss at appropriate practice meeting and produce report, including action plan for any improvements required (brought forward from Q4).**Distribute report amongst practice staff via the ‘library’, place copies in all waiting areas across all three surgery sites and post on the practice website (brought forward from Quarter 4).**In order to demonstrate the effectiveness of the health professional roles, we intend to produce two case studies, identifying the initial reasons for referral and intervention, and trace the pathway taken in terms of support given, focusing on the outcomes and continued support required if applicable (brought forward from Quarter 4).**Any monitoring requirements as required by the project (brought over from Q4).**Audit to include outcomes and referrals to other agencies where appropriate.**Agreement of health promotional events for the forthcoming year.**Design and ordering of promotional material.**Monitoring of caseload levels reporting on any increases/decreases.**Any monitoring requirements as required by the project.* | In the last quarter, the Public Health Nurse has taken additional referrals from GP’s, Hemsworth Academy, Kinsley Primary School and Wakefield Carer’s, and is working with these patients in addition to the referrals already received.Issues that are currently being addressed this quarter include, supporting Primary Schools with children with behavioural difficulties, a number of which result in referrals to either the Children & Adolescents Mental Health Service (CAMHS), or Paediatrics, or involve the implementation of a Common Assessment Framework (CAF) which offers advice on managing behaviour whilst awaiting assessment.  Where necessary, the Public Health Nurse has also been involved in helping to identify appropriate agencies that can support parents or act as their advocates.Attending the CAF/Educational Review meetings for children at Hemsworth Academy.Spending time contacting parents following GP referrals to offer support and/or guidance with identifying the best service for their child, and, where necessary, liaising with the service.Spending time liaising across health & social care services to look at reducing patient attendance at out-of-hours services.With continued support from Hemsworth Library, the Bee Happy Café continues to run on the first Tuesday of every month from 10am to 12pm, and also now has a presence on Twitter and Facebook. We are also on the Action For Happiness ‘Map of Happiness’.A representative from Doncaster MIND has contacted the Public Health Nurse via Brighton’s Happy Café with a view to establishing three Happy Café’s in the Doncaster area.Age UK have shown an interest in supporting the group.The Public Health Nurse has continued to produce the quarterly practice newsletter which is used to publicise local and regional health campaigns, and to also keep our patients informed and up-to-date on the Practice. Hard copies of the newsletter are available at Hemsworth Library, Hemsworth Community Centre, Kinsley Community Resource Centre and Hemsworth Children’s Centre. It is also available in the waiting areas of all three practice sites. The current newsletter, along with archived copies, is also now available to view online via the practice website’s home page. The first staff newsletter was also produced and circulated by the Public Health Nurse to all staff via email.The first Dementia Carer’s Drop-in event was held on 5th May with support from the Alzheimer’s Society and Wakefield Carers. A further drop-in event is planned for 3rd August, with future drop-ins to be arranged monthly at Hemsworth Library.Following the Dementia walk-through inspection by a representative from the Alzheimer’s Society on 15th April, a further walk-through took place on 19th May. We have yet to receive the final inspection report, but once it is received we will carefully consider the recommendations on how to make all three sites of our practice more dementia-friendly. The Public Health Nurse arranged for Right Steps to attend the Surgery during our TARGET afternoon on 20th May to conduct a ‘managing stress’ workshop to all members of staff which was well received.The Public Health Nurse is continuing his ‘Mindfulness’ training at York St. John’s University with three days of the course remaining.The Public Health Nurse has been pivotal in registering the practice as a member of the Safer Places Scheme in conjunction with Wakefield Council. Safer Places’ is a voluntary scheme that provides safe and supportive places (displaying the Safer Places logo) which are open to the public such as shops, offices or public buildings that act as ‘go to places’ should a vulnerable person experience difficulties whilst alone.Members of the Safer Places Scheme will carry a Safer Places Card with their name and the details of up to three people that can be contacted in the event that support is required. If a vulnerable person arrives lost, confused, unwell or having been a victim of crime - staff within a ‘Safer Place’ are required to contact one of the people named on the back of the Safer Places Card or the emergency services and allow the vulnerable person to wait on the premises until the named person and/or police/ambulance arrives.In total the Counsellor has now received 125 referrals. There are currently 38 live patients which have primary be referred by GP’s and practice nurses. Referrals have also been received from the Health Visitor and the Public Health Nurse. The counsellor has now discharged 66 patients, and has 21 patients currently on the waiting list. When new referrals are received by the Public Health Team, an Availability Form is sent to each patient, asking them to confirm the dates and times that are more convenient for them to attend appointments. By doing this we are able to better ensure that appointments are made according to the needs of our patients.Report collated and discussed at practice meeting.The report has been placed into the practice library folder which is accessible by all staff. Hard copies of the report have been circulated to each of the three surgery sites, and we are also in the process of arranging for it to be placed on to the practice website. The Public Health Nurse and Counsellor have each produced case studies (there are 4 in total) to show the effectiveness of their professional roles and how they have interacted and supported their patients.None requestedTo be carried over to Q6.To be carried over to Q6.To be carried over to Q6.To be carried over to Q6.To be carried over to Q6. | <http://www.actionforhappiness.org/happy-cafe>Bee Happy PosterBee Happy FlyerBee Happy Business CardsCopy of latest practice newsletterCopy of latest staff newsletterDementia event posterDementia event flyer**Supporting email from Asif Amann,** Transformation Officer at **Wakefield Council**Counselling Availability FormPatient survey report and appendices.4 x Case Studies |  |
| ***PRACTICE COMMENTS/FURTHER INFORMATION***  |
| ***QUARTERLY BUDGET BREAKDOWN***Annual funding available £79700.00Quarterly funding available **£19925.00**  |

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