

Green Lane and Harnall Lane Medical Centre Annual Review 2006

2006 was a year of change for the primary care team. In January 2006, the practice decided to open the list size again, as there was a chance of applying for a Salaried GP post, partially funded by the Strategic Health Authority. The practice was successful in its application and Dr Dave Barrett joined in May.

In order to accommodate the increase in number of patients at Harnall Lane Medical Centre the practice applied for funding for an extension of the surgery. This was granted by the PCT in 2006 and building work is likely to commence in 2007. This will create an enlarged waiting room and 3 more consultation rooms.

Due to the success of telephone triage at Green Lane Medical Centre the practice decided to implement this also at Harnall Lane Medical Centre. The length of the surgeries was increased by half an hour for all non triage doctors in order to compensate for the loss of patient appointments due to the triage system.

In 2006 the new contract saw yet again another change in the indicators for the QOF. Atrial Fibrillation, Chronic Kidney Disease, Obesity, Palliative care, Dementia and Learning Disability registers joined the already long list of indicators. This will impose a major challenge for the primary care team in order to maintain the 100% score of 2006.

Personnel Changes

Dr Dave Barrett joined in May 2006 as a Salaried GP.

Practice Nurse Vicky Brown left the practice to take up a post in Walsgrave Hospital.

Practice Nurse Debbie Shepherd joined the practice in October 2006.

Practice Manager Pauline Smart retired in 2006 and was succeeded by Karen Shirley.

At Green lane medical Centre administrator Wendy Oliver left the practice in 2006. Lynne Betteridge joined the practice.

At Harnall Lane medical centre senior receptionist Danielle Raynor gave birth to a baby boy. Monika Jasciazek-Smith left the practice. Patricia Gardner and Theresa Brookes joined the practice.

Organisational Changes

In 2006 the government decided to institute a Direct Enhanced Service (DES) for direct booking of hospital appointments for patients, called Choose and Book. The practice decided to join the DES and most bookings are currently made on the computer.

Late in 2006 the practice decided to join the DES for Practice based Commissioning.

Training & Education

In 2006 the practice continued to provide training for student from Warwick Medical School.

IT

The practice continued to promote the use of EMIS access in 2006 for emails, repeat prescription requests and on line booking in 2006. Currently 1811 patients (14.2%) are registered.

The increased patient population means that the current IT hardware, especially the central server, will need updating rather sooner than later. The practice will have to decide whether to go for a central server or a practice based serve.

Primary Health Care Team

The practice continued to hold weekly meetings with the district nurses to improve the cancer care for its patients. Regular Clinical meetings were held for the doctors to discuss audits and improve the care for our patients.

Locality Development

Due to the nature of Practice Based Commissioning it will be in the practice's interested to establish close links within the locality with regards to local commissioning.

Other Activities

Many of the GPs have held positions outside the practice in 2006 and all GPs are encouraged to maintain special interests and bring additional knowledge and expertise into the practice.

Dr Mohan has been a LMC member for the last 2 terms as well as a GP appraiser. He is chairman of the Coventry and Warwickshire division of British International Doctors Association and external clinical advisor to PCT's in complaints hearings.

Dr Selwyn remains a Family Planning instructing doctor and oversees the medical student placements. She is also on the Primary Care subcommittee of the PCT representing Cheylesmore and Hillfields locality.

Dr Jetty is a GP appraiser and a clinical advisor in cytology for Coventry PCT. She continues to be our Diabetic Lead clinician and has enrolled the practice in two large Diabetic studies (Telecare-Warwick University and British Asian Diabetics-UKADS).

Dr Kapma is IT Lead in the practice, and has additional responsibility for Audits and Finances.

Dr Matthews is Honorary Lecturer at Warwick Medical School involved with teaching undergraduate and postgraduate medical ethics, medical education and assessment/examination of medical students.

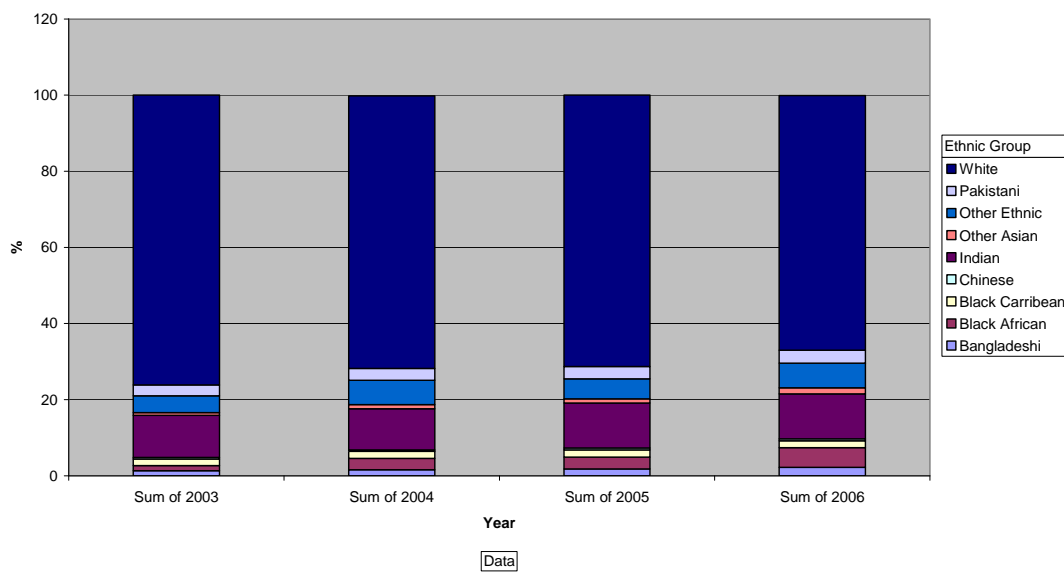
Dr Jackson oversees Significant events. She did the 4-day clinical assessment course in January 2005 and published the article "Don't scold Smokers" in the Journal of Patient Education and Counselling in 2005.

Dr Barrett moved to General Practice from Forensic Psychiatry and maintains an interest Mental Health (Psychiatry & Psychology), Cognitive Behaviour Therapy (CBT) and Addiction Services. He recently became accredited by The RCGP to work as a Substance Misuse Management GP (SMMGP). He designed and maintains the Practice Website & Practice Intranet.

Patient Population

	2005	%	2006	%
Total Number of Patients	11511	-	12759	-
Registered at Green Lane	6704	58.3	7030	55.0
Registered at Harnall Lane	4807	41.7	5729	45.0
Caucasian	8203	71.3	8539	66.9
Black Caribbean	216	1.9	232	1.8
Black African	354	3.1	668	5.2
Indian	1356	11.8	1501	11.8
Pakistan	369	3.2	435	3.4
Bangladesh	206	1.8	281	2.2
Chinese	61	0.5	69	0.5
Other Asian	132	1.1	211	1.6
Other Ethnic group	614	5.3	823	6.5
Total number Ethnic group	11511	100	12759	100

Ethnic group 2003-2006



Country of birth

Europe	Albania 21	Austria 1	Belgium 12	Czech 22
Bosnia 22	Bulgaria 4	Croatia 2	Cyprus 8	Denmark 21
England 7431	Estonia 8	France 26	Germany 19	Greece 6
Hungary 1	Ireland 167	Italy 5	Kosovo 27	Latvia 12
Finland 1	Malta 3	North Irel. 14	Norway 4	Poland 141
Luxembourg 1	Romania 6	Scotland 116	Slovakia 55	Spain 3
Sweden 11	Netherl. 31	Ukraine 5	Wales 68	Yugosl. 9
Asia	Afganistan 43	Bahrain 6	Banglad. 124	Burma 1
China 27	South Korea 24	Georgia 6	India 425	Iran 43
Iraq 128	Japan 3	Kazachstan 2	Kuwait 8	Lebanon 2
Malaysia 21	Pakistan 127	Palestine 9	Israel 3	Russia 10
Saudi Ar. 7	Singapore 5	Sri Lanka 28	Syria 7	Taiwan 7
Syria 7	Indonesia 1	Phillipines 2	Yemen 2	
Thailand 4	Turkey 9	UAEirates 1	Vietnam 1	
America's	USA 4	Canada 15	Costa Rica 1	Ecuador 2
Uruguay 1	Chile 1	Argentina 1	Brazil 1	Peru 1
Guyana 2				
Australasia	Australia 8	New Zealand 4		
Africa	Algeria 5	Angola 1	Botswana 1	Burundi 30
Cameroon 17	Congo 38	Chad 1	Egypt 2	Ethiopia 10
Eqat. Guinea 1	Eritrea 10	Gabon 1	Niger 2	
Gambia 8	Ghana 16	Ivory Coast 6	Kenya 77	Liberia 3
Libya 112	Malawi 22	Mauritius 4	Mozambique 2	Nigeria 44
Rwanda 13	Centr Afr rep 1	Sierra Leone 5	Somalia 103	South Afr 43
Sudan 12	Tanzania 33	Uganda 27	Zambia 4	Zimbabwe 83
West Indian	Antigua 4	Barbados 13	Dom.Rep. 5	Jamaica 42
Trinidad 1	St Kitts 2	St Lucia 1	St Vincent 1	
Total	10223		80%	

People have originated from **119** different countries.

Language

	2006	%
English	10118	79.3
Arabic	230	1.8
Bengali	246	1.9
Cantonese	17	0.1
Czech	70	0.5
French	105	0.8
Gujerati	312	2.5
Hausa	4	0.03
Hindi	205	1.6
Kutchi	2	0.01
Mandarin	26	0.2
Polish	130	1.0
Punjabi	359	2.8
Russian	27	0.2
Somali	106	0.8
Swahilli	99	0.8
Tamil	24	0.2
Urdu	206	1.6
Farsi	78	0.6
Kurdish	106	0.8
Italian	7	0.05
Albanian	51	0.4
Japanese	3	0.02
Vietnamese	1	0.01
Ukranian	2	0.01
Portugese	8	0.06
Shona	19	0.1
German	8	0.06
Greek	8	0.06
Korean	34	0.3
Croatian	22	0.2
Lithuanian	1	0.01
Amharic	4	0.03
Dutch	12	0.09
Pashto	3	0.02
Flemish	1	0.01
Mayalam	16	0.1
Norwegian	3	0.02
Swedish	1	0.01
Tigrinya	1	0.01
Serbian	4	0.03
Thai	4	0.03
Turkish	10	0.07
Sinhala	1	0.01
Romanian	6	0.04

Bulgarian	4	0.03
Spanish	8	0.06
Total	12715	95.4

A total of 47 languages are spoken within the practice!

Religion

Religion	Number	%
Church of England	3140	24.6
Roman Catholic	1334	10.5
Non Conformist	12	0.1
Atheist	31	0.2
Jewish	5	0.04
Jehovah Witness	16	0.1
Islam	1696	13.3
Sunni Muslim	38	0.3
Shiite Muslim	12	0.1
Christian	908	7.1
Sikh	619	4.9
None	1213	9.5
Baptist	49	0.4
Methodist	103	0.8
United Reformed Church	15	0.1
Presbyterian	4	0.03
Church of Scotland	29	0.2
Pentecostal	11	0.08
Plymouth Brethen	20	0.2
Christadelphian	5	0.04
Agnostic	3	0.02
Bhuddist	15	0.1
Hindu	607	4.8
NOS	120	0.9
Christian Scientist	13	0.1
Evangelical	5	0.04
Mixed Religion	7	0.05
Pagan	1	0.01
Orthodox	16	0.1
Society of Friends	1	0.01
Total	10048	78.8

Year Registered

	Number	%
0-1	1764	13.8
1-5	1696	13.3
5-10	649	5.1
11-20	381	3.0
21-50	489	3.8
51+	64	1.1
Total	5043	39.5

2 patients have registered with the practice for 84 years!

Number of Attendances

	Number	%
0-1	1574	12.3
1-5	1732	13.6
6-10	506	4.0
11-15	279	2.2
16-20	40	0.3
21-30	27	0.2
31-50	6	0.04
51+	1	0.01
Total	4165	32.6

Social Status

	Number	%
Married	1989	15.6
Cohabiting	205	1.6
Single	1287	10.1
Divorced	130	1.0
Widowed	198	1.6

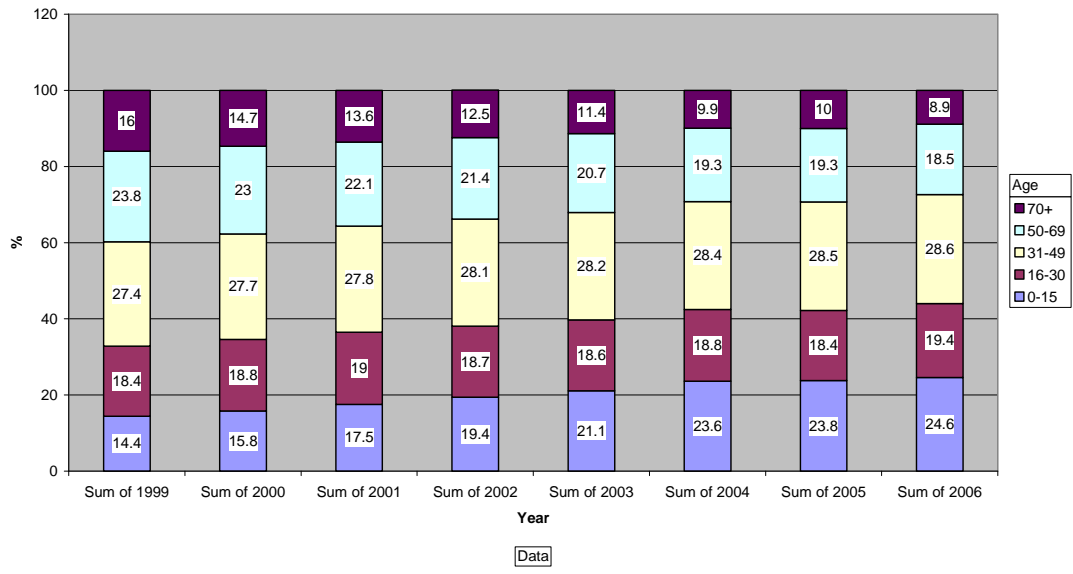
Occupation

	Number	%
Infant	849	6.7
School child	2255	17.7
Clerical	404	3.2
Top Managers	104	0.8
Management support	471	3.6
Education/Welfare/Health professionals	820	6.4
Literary/Artistic/Sports	63	0.5
Professional Scientist/Engineering/Technology	356	2.8
Managerial	216	1.7
Selling	290	2.3
Security/Protective	73	0.6
Catering/Personal	151	1.2
Farming/Fishing	18	0.1
Materials Processors	8	0.06
Making/repair	41	0.3
Painter/Product assemblers	22	0.2
Product inspectors/packagers	6	0.04
Construction/Mining	41	0.3
Transport/Movers/Storing	237	1.9
Others	270	2.1
Housewife	421	3.3
Student	405	3.2
Unemployed	394	3.1
Retired	1438	11.3
Total	9363	73.4

Practice Population

	0-15	16-30	31-49	50-69	70-120	Total
1999	1442	1842	2747	2387	1613	10031
2000	1622	1936	2853	2365	1510	10286
2001	1825	1979	2900	2313	1419	10436
2002	2063	1989	2989	2280	1332	10653
2003	2300	2014	3063	2241	1233	10851
2004	2733	2176	3291	2233	1145	11578
2005	2735	2122	3283	2219	1152	11511
2006	3135	2477	3645	2355	1147	12759

Practice Population Age Bands 1999-2006



Workload 2006

	JVCM			EMS			UJ		
	Cons	Tel	Visits	Cons	Tel	Visits	Cons	Tel	Visits
Jan	506	77	5	575	197	14	639	144	11
Feb	507	163	1	298	96	3	593	322	13
Mar	551	240	7	404	130	7	690	290	13
Apr	453	93	6	455	158	8	362	214	3
May	318	126	1	400	227	13	571	288	5
Jun	299	132	1	571	336	10	174	87	2
Jul	520	91	5	495	211	15	526	187	8
Aug	465	189	5	243	160	5	478	370	5
Sep	140	37	2	236	220	6	248	130	2
Oct	367	237	4	533	348	4	239	122	3
Nov	453	154	1	534	437	9	0	0	0
Dec	274	85	2	307	364	7	118	127	3
Total	4853	1624	40	5051	2884	101	4638	2281	68

	JK			SM			AJ		
	Cons	Tel	Visits	Cons	Tel	Visits	Cons	Tel	Visits
Jan	623	133	14	320	191	11	406	47	7
Feb	369	76	3	320	224	13	407	78	12
Mar	643	167	15	317	194	10	406	52	9
Apr	475	84	12	155	150	8	393	46	7
May	639	140	9	234	150	4	424	113	8
Jun	527	230	9	301	326	8	476	227	11
Jul	610	231	12	271	152	13	401	113	8
Aug	503	169	6	112	59	4	244	139	6
Sep	659	380	7	315	242	8	444	200	8
Oct	316	104	4	202	224	3	327	258	7
Nov	714	303	7	249	316	9	473	147	12
Dec	524	169	11	187	164	7	310	117	10
Total	6602	2186	109	2983	2242	98	4711	1537	105

	DB			SR		LC		VB/DS	
	Cons	Tel	Visits	Cons	Tel	Cons	Tel	Cons	Tel
Jan	-	-	-	320	33	345	-	189	-
Feb	-	-	-	300	21	222	-	335	-
Mar	-	-	-	156	18	403	-	479	-
Apr	-	-	-	182	9	342	-	326	-
May	215	44	3	345	24	311	1	327	1
Jun	360	102	9	386	23	197	11	386	24
Jul	240	63	7	230	24	346	20	380	13
Aug	325	80	7	333	5	347	17	193	0
Sep	484	226	9	318	30	367	21	301	8
Oct	314	99	2	428	37	270	13	142	6
Nov	527	119	10	332	23	416	14	204	0
Dec	493	135	8	197	10	352	9	450	0
Total	2958	868	55	3527	227	3740	106	3712	52

	Consultation	Telephone	Home Visits
Doctors	31796	13621	576
Nurses	10979	385	-

Consultations Doctors

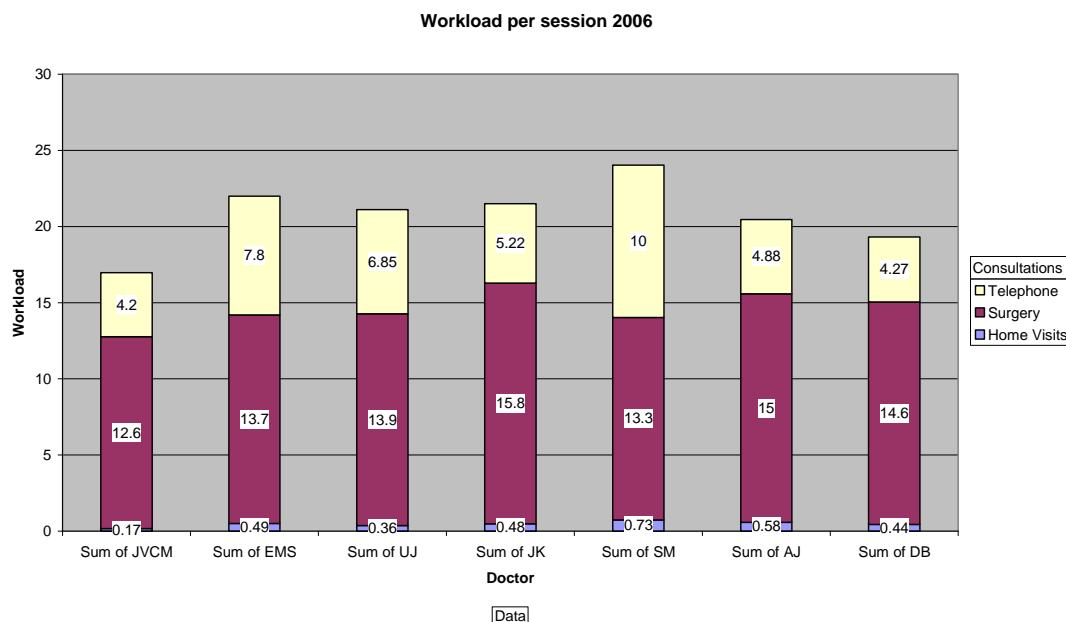
	Consultations	Telephone	Home Visits
2003	31340	1581	807
2004	33236	2077	860
2005	33802	6769	759
2006	31796	13621	576

Workload/Session

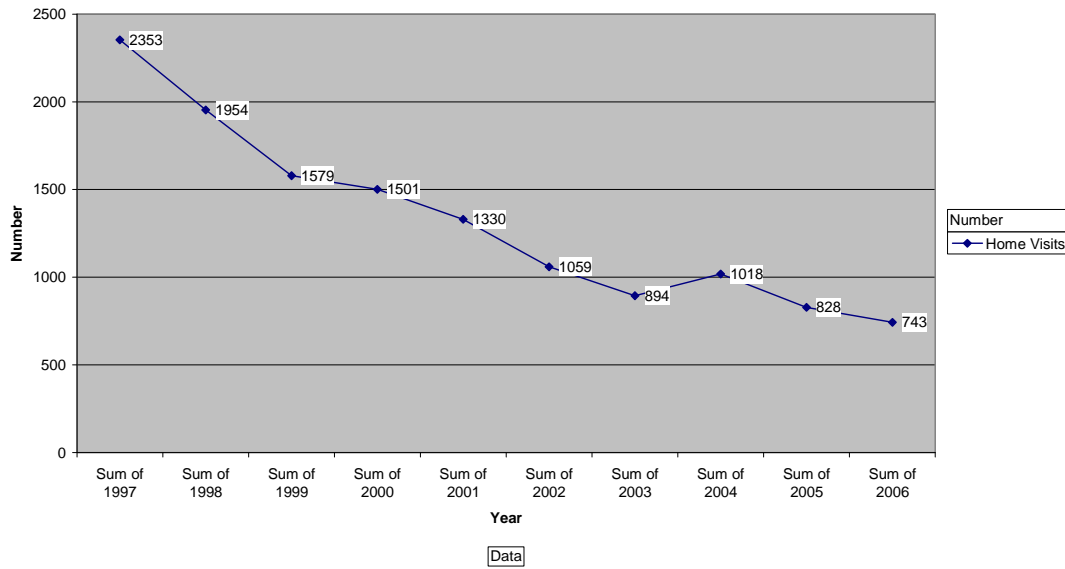
In order to establish to workload per session the number of consultations have been divided by the number of weekly sessions, as have the number of telephone consultations. The number of home visits has been divided by the number of morning sessions. This does not take into account visits for Cryotherapy and Friday Lunch time meetings, nor the locums that some doctors do whilst other doctors are on holiday, nor the student sessions and assessments.

	<i>JVCM</i>			<i>EMS</i>			<i>UJ</i>			<i>JK</i>		
	Con	Tel	HV	Con	Tel	HV	Con	Tel	HV	Con	Tel	HV
2004	15.3	0.40	0.26	15.4	1.57	0.83	14.7	1.26	0.60	17.9	0.74	0.62
2005	14.5	2.78	0.23	14.2	3.60	0.73	15.4	3.05	0.57	18.3	2.29	0.63
2006	12.6	4.20	0.17	13.7	7.8	0.49	13.9	6.85	0.36	15.8	5.22	0.48

	<i>SM</i>			<i>AJ</i>			<i>DB</i>		
	Con	Tel	HV	Con	Tel	HV	Con	Tel	HV
2004	15.3	1.40	0.87	15.7	0.45	0.91	-	-	-
2005	15.6	5.68	0.76	16.1	2.32	0.92	-	-	-
2006	13.3	10.0	0.73	15.0	4.88	0.58	14.6	4.27	0.44



Home Visits 1997-2006



Patients seen

	2002	%	2003	%	2004	%	2005	%
Patients seen by any Health Professional	8626	80.9	9041	83.3	9041	78.1	9084	78.9
Patients seen by Doctors	7930	74.3	8061	74.3	8801	76.0	8864	77.0
Consultations/Patient	4.2		3.9		4.1		4.6	
% of practice population seen in the last 3 years	-	-	10270	94.6	10976	94.8	10909	94.7
% of patient population seen in the last 5 years	-	-	10389	95.3	11210	96.7	11174	97.0

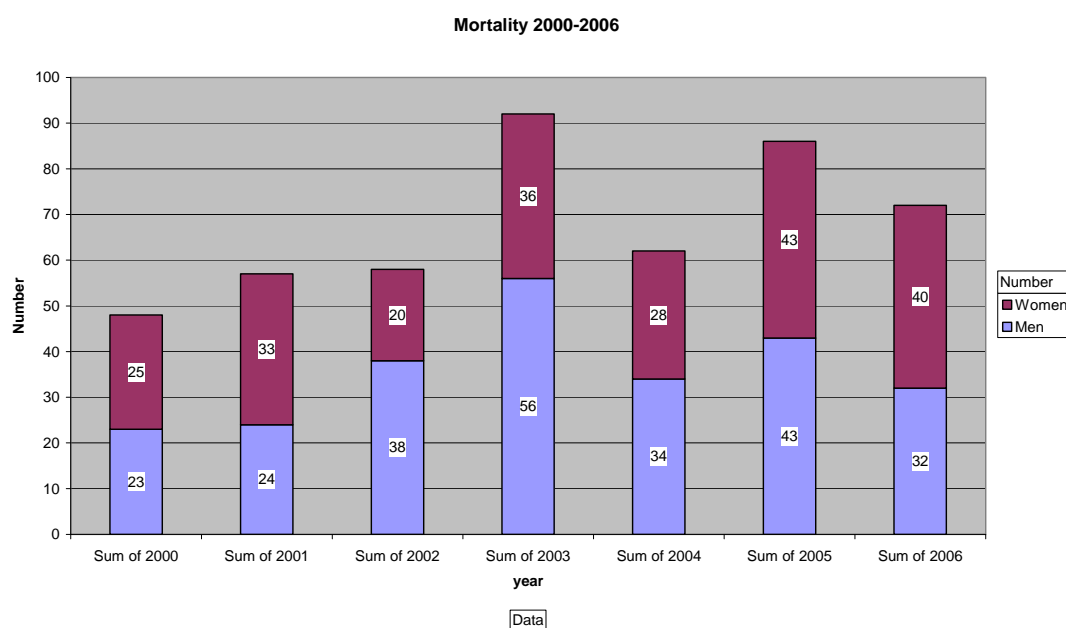
	2006	%	2007	%	2008	%	2009	%
Patients seen by any Health Professional	10800	84.6						
Patients seen by Doctors	9426	73.9						
Consultations/Patient	4.0							
% of practice population seen in the last 3 years	12084	94.7						
% of patient population seen in the last 5 years	12352	96.8						

Mortality

	Total	Women	Men	Aver. Age	Youngest	Oldest
2000	48	25	23	77	27	98
2001	57	33	24	73	32	109
2002	58	20	38	72	27	98
2003	92	36	56	75	27	97
2004	62	28	34	76	21	92
2005	83	43	40	74	6	96
2006	75	43	32	75	21	97

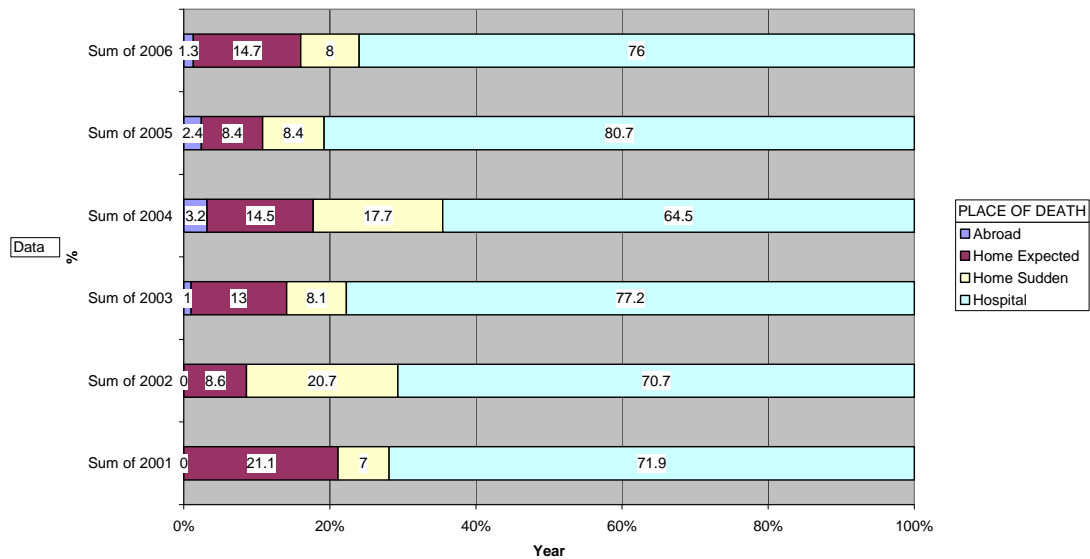
	UK Male	UK Female	Practice Male	Practice Female
2000	10	10.5	4.6	4.8
2002	9.9	10.4	4.7	7.1
2002	9.8	10.4	7.3	3.7
2003	9.8	10.6	10.6	6.5
2004	9.4	9.9	6.0	4.7
2005	9.3	9.9	7.1	7.3
2006			5.1	6.6

These figures represent the number of deaths per 1000 persons.



	Hospital /Hospice	%	Home Exp	%	Home Sudden	%	Home Sudden Coroner reported	%	Abroad	%
2002	41	70.7	5	8.6	12	20.7	-	-	-	-
2003	71	77.1	12	13.0	8	8.7	8	100	1	1.0
2004	40	64.5	9	14.5	11	17.7	11	100	2	3.2
2005	67	80.7	7	8.4	7	8.4	7	100	2	2.4
2006	57	76.0	11	14.7	6	8.0	6	100	1	1.3

Place of death 2001-2006



Morbidity

Endocrinology	Diabetes Mellitus	Hypothyroidism	Hyperthyroidism
2001	291	179	59
2002	334	246	71
2003	407	283	78
2004	447	320	105
2005	460	332	112
2006	498	345	109

Gastro-Enterology	Crohn's Disease	Ulcerative Colitis	IBS	Hepatitis	Gastric Ulcer	Duodenal Ulcer
2001	11	23	270	46	21	100
2002	12	30	327	48	26	105
2003	16	37	344	53	36	116
2004	15	43	384	70	61	178
2005	17	44	408	69	61	181
2006	18	48	442	74	57	181

CHD	Angina	MI	Angina & MI	AF	CCF	Hypertension
2001	178	75	75	96	159	1184
2002	257	149	73	109	146	1360
2003	262	151	79	131	128	1500
2004	272	157	84	140	126	1583
2005	262	167	82	144	124	1612
2006	264	167	86	143	114	1707

Neurology	Multiple Sclerosis	Parkinsons Disease	Epilepsy	CVA/TIA	Dementia
2001	15	17	96	147	25
2002	16	15	114	151	26
2003	17	17	115	162	29
2004	19	26	136	170	29
2005	19	29	134	163	23
2005	19	26	144	167	28

Dermatology	Eczema	Psoriasis
2001	236	156
2002	416	174
2003	562	175
2004	690	210
2005	827	227
2006	989	253

Chest Disease	Asthma	COPD	Sarcoidosis
2001	820	152	11
2002	1084	174	13
2003	1399	174	13
2004	1353	195	21
2005	1853	223	22
2006	2028	236	22

Operations

	Hysterectomy	Appendicectomy	Cholecystectomy	Hernia Repair	Hip Repl.	Knee Repl.
2004	439	538	212	302	72	62
2005	448	532	213	308	74	56
2006	457	551	219	316	74	66

DNA

	Doctors/Nurses	Difference
2000	1254	-
2001	1075	- 11.7
2002	1412	+31.3
2003	1473	+ 4.3
2004	1697	+15.2
2005	1748	+ 9.7
2006	1830	+ 4.7

Immunisations

Influenza	CHD	CVA	DM	COPD	65+
2002	73.3	77	69.5	69	72.3
2003	83.2	78	77.4	73.3	77.5
2004	87	87	87	87	81.7
2005	87	87	88	87	82.3
2006	88	81	87	90	78

Complaints & Significant Events

	2002	%	2003	%	2004	%	2005	%
Complaints	6	0.06	1	0.008	18	0.2	16	0.1
Significant Events	5	0.05	9				9	

Quality Indicators

	Points Available	2003 Achieved	2004 Achieved	2005 Achieved	2006 Achieved
CHD	101	101	100.61	101	101
LVF	20	20	20	20	20
Hypertension	105	95	104.32	104.85	105
Diabetes	99	90	98.45	98.82	99
CVA	31	30	30.54	30.54	31
COPD	45	37	44.84	45	45
Epilepsy	16	9	15.93	14.3	16
Hyperthyroidism	8	5	8	8	8
Cancer	12	12	12	12	12
Mental Health	41	36	38.09	37.4	41
Asthma	72	69	71.39	72	72
Total	550	504	544.17	544.3	550

Exemption reporting

	CHD	CCF	HT	DM	Epilepsy	Cancer	Mental Health	Asthma
2006	2	1	1	3	3	2	41	7

The practice hardly ever exempts a patient from the QOF indicators. 3517 patients qualify for the QOF, 60 have been exempted, 1.7%. 41 patients with mental health had to be exempted as their disease was in the past and they are currently not taking any medication, nor have they suffered with any mental health problems for years.

Audits performed

1. Coronary Heart Disease
2. Diabetes mellitus
3. Asthma & COPD
4. Primary prevention
5. CVA
6. Epilepsy
7. Antenatal workload
8. Patient documentation following home visits

Patient Version Document prepared by Dr J Kapma / Dr Matthews / Dr D Barrett – February 2007