

..... SYSTMONE

SUPPORTING THE WORK OF THE OUTSTANDING...

REETH MEDICAL CENTRE

Reeth Medical Centre is situated in a small village near Richmond, North Yorkshire. In May 2015 a Care Quality Commission (CQC) report rated the practice as “outstanding” in four out of five categories.

Reeth Medical Centre is a single-handed GP practice run by husband and wife team Dr Mike Brookes and Managing Partner Marie Brookes. The practice has used SystmOne since 2006 and they are incredibly enthusiastic about the benefits it brings. Since Mike and Marie took over in 2008 the practice has achieved maximum QOF points every year, and has had a consistently high patient satisfaction rating.

- ◆ 96% of patients reported a good experience at Reeth Medical Centre, compared to national average of 86%
- ◆ 97% of patients said they were able to have enough time with the GP last time they saw them, compared to national average of 85%
- ◆ Reeth Medical Centre achieved maximum QOF points in 2014-15, only 6% of practices achieved the maximum.

SHARED RECORDS

Reeth’s rural location creates difficulties when meeting the needs of patients. Sharing clinical records in real-time using SystmOne was noted by the CQC’s report as vital to good patient care. Community services such as district nurses and the local out of hours service being able to view patient records allows a more joined-up approach to health and social care.

Dr Brookes highlighted one example of how record sharing helped their work:

“It’s great to receive hospital discharge letters electronically so soon after a patient has been discharged. This means that we can have any drugs that they might need ordered and ready for them.”

– MIKE BROOKES

He also finds that the decision support provided by SystmOne is extremely useful. It enables him to create protocols containing new guidance on conditions such as diabetes to ensure that the most up to date procedures are followed during appointments.



PATIENT EMPOWERMENT

One of the key findings of the CQC report was how the practice partners were always exploring new ways to improve their services and provide an even more positive patient experience. Increasing patient empowerment has been one method the practice has used in order to give patients a more positive experience.

“Nearly 20% of our patients are signed up to SystmOnline, so they can book appointments and order their prescriptions online. Considering the age demographic here I think that means we have a lot of ‘silver surfers!’”

– MARIE BROOKES

Reeth Medical Centre was praised by the CQC for how proactive they were at understanding, and delivering care, that met the differing needs of patients. With 30% of their patient list over 65 years of age, coming up with effective ways to treat the elderly is vital, and SystmOne is integral to providing these services.

Dr Brookes said that one example is with testing for Deep Vein Thrombosis (DVT). They can perform an initial test for blood clotting issues at the practice, before requesting an ultrasound from the hospital through SystmOne to diagnose DVT. When

this test is completed, the results are then sent back to SystmOne.

He was clear about the benefits this process brought:

“Without SystmOne, to go through the same process would involve printing out and filling in the X-Ray request, faxing this request to the hospital, receiving the X-Ray report back via fax, scanning it back into the computer and then allocating it to the patient notes. With SystmOne, it just takes a few online clicks on the X-Ray request. This is then sent automatically to the hospital, and when the result arrives back in SystmOne it is immediately filed with the patient notes. This is all completed within 24 hours.”

– MIKE BROOKES

SystmOne is also used to make sure that the appropriate drugs are prescribed to patients. For example, Reeth has used the system to identify elderly patients currently on benzodiazepines, which are not recommended for the over 60s, so that they could be offered a managed withdrawal.

PALLIATIVE CARE

Reeth is focused on providing excellent end-of-life care. The CQC report highlighted the work that the GPs at the practice were doing in response to the “Find Your 1%” campaign aimed at addressing the wishes of the 1% of the population that are on the Liverpool Care Pathway (LCP) each year. SystmOne supports the practice through the LCP template which can be shared across all relevant organisations, ensuring that there is a continuation of care across every service involved.

The practice has also taken initiatives such as publishing an article in the local newspaper about the importance of making advanced decisions for patients likely to require palliative care. As a result of this proactivity, 1.5% of the practice list has an advanced directive or a community ‘Do Not Resuscitate’ (DNR) order in place. This means that if a patient is taken into a hospital the staff there can see the DNR order through the summary care record, and can then act according to the patient’s wishes.

“The cornerstone of effective palliative and end of life care is good communication between patients and the multiple organisations assisting them, which SystmOne allows us to achieve.”

– MIKE BROOKES