

## CASE STUDY

# Nottingham

ChilversMcCrea runs three practices in Nottingham – St Albans Medical Centre, the Arboretum Medical Centre and the Nirmala Medical Centre. They go to great lengths to involve their patients and ensure they are kept informed.

The practices send out a short informative bi-monthly newsletter to their patients letting them know of any developments and changes in the practices. For example any new staff hirings or changes to services.

The practices have a Patient Forum which includes open days where patients can meet the team, learn about the range of services currently available and suggest additional services which may be useful to other patients.

A recent study into the GP practices by Nottingham City's Patient and Public Involvement Forum found:

Many staff were deeply appreciated, eliciting such remarks as...

*"The nurse I have just seen is just great"*

*"She's a lovely nurse – just great with children"*

*"It's an excellent surgery – the doctor knows all us patients by name"*

*"The doctors here are excellent"*

*"The phlebotomist is superb"*

There was also a good deal of enthusiasm for some of the people at the practice. People we interviewed had no suggestions for improving the practice and a further eighteen went on to say they were happy with the practice as it was, making such remarks as, "all the staff are friendly and helpful" or "generally I'm very happy."

