



Crawcrook Medical Centre and Greenside Branch Surgery Newsletter Summer 2016

A BIG THANK YOU

We would like to thank our patients for not parking in our Emergency Vehicle bay. Although the yellow markings are no longer there this is for dropping off and picking up only and must be left vacant in the event that we may need to call an ambulance.



AND



Our new Practice Nurse Annette Oppong.

From 1st March Annette Oppong joined the Practice, Annette has extensive experience working in a GP Practice.

Our Nurse Practitioner Sylvia Dryden

Sylvia has previously helped out on a Locum basis but she will be joining the Practice as a permanent member of staff from July.

Our New GP Registrar—Dr Stewart Elliott

GPRs are qualified Doctors who are doing GP training. The GPRs have 6 month placements which rotate.

The Practice says goodbye to some of its staff who are moving on to pastures new!

Dr Rosa—GP Registrar

Dr Rosa has come to the end of his 6 month period with us and we would like to take this opportunity to thank him for all of his hard work and commitment.

Michelle Stone our Health Care Assistant

Sadly Michelle our HCA, who has been with us for 8 years is moving back to Nottingham.

We wish them both a very fond farewell!!!



FRIENDS AND FAMILY

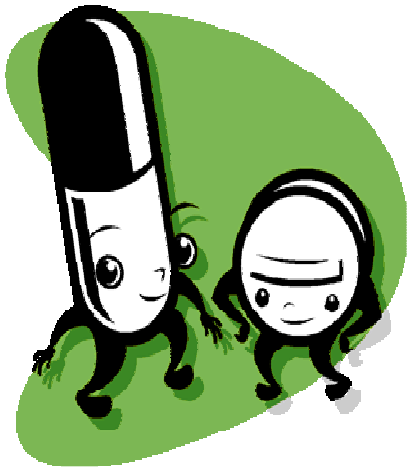
Thank you to all our patients who have completed the Friends and Family test., we appreciate your feedback and would encourage you to continue completing these as we do take on board all of your comments and your input is important to the Practice.

THANK YOU FOR YOUR PATIENCE

Our new telephone system arrived in March 2016 and following some teething problems this would appear to be working well.

We are continually working and looking at ways to improve our appointment system.





REPEAT PRESCRIPTIONS

Thank you for your co-operation following the removal of the ordering of prescriptions over the telephone. We would like to remind patients that repeat prescriptions can be ordered using the following methods:

- Booking online using our Website
- Pharmacy Order and Delivery
- Placing white copy of prescription into the box in reception
- Consider repeat dispensing if your medications are stable and unlikely to change
- Post

Please ask our reception staff if you have any queries/questions.



REVIEWS FOR LONG TERM CONDITIONS

Many of you will by now have had first-hand experience of our recall system for patients who have long term or enduring conditions such as asthma and diabetes. The reason for introducing this system was to improve our service to patients by reducing unnecessary requests for patients to attend the surgery for routine checks and to streamline the service for monitoring these conditions. Now as you can imagine this was a mammoth task, and it has taken us a little while to get all the systems that go on in the background working efficiently. A Change such as this can take up to a year or so before the benefits can be seen.

These checks are very important as it helps the GPs and Nurses plan your care and update or amend your medication. Some patients may feel this isn't necessary but the Clinicians managing your care would be failing in their duty towards you and their responsibility to their registration bodies by not doing this.

We hope that you have found this a positive experience, and if not would ask that you bear with us whilst we aim to get it right! We would be very happy to have your comments or thoughts as to how you have been affected by these changes by completing the compliments / complaints form which is available from our receptionist.



SEASONAL FLU VACCINES

Yes folks it's that time again, the Practice will be shortly receiving its annual delivery of influenza vaccines. We plan as usual to have a Saturday clinic and also a weekday clinic at Greenside Surgery. Our flu vaccines will be arriving in September and we will once again be holding flu clinics for patients with long term conditions, aged over 65, carers, pregnant ladies, immune suppressant patients. If you are not sure whether you are eligible, please ask a member of our reception team or the Clinical staff during your appointment. Get booked in early as the sooner you have the vaccine the greater protection it provides.

Our Crawcrook Clinic is scheduled for Saturday 17th September from 8.30am until 1.30pm and our Greenside Clinic will take place on 20 September from 8am until 11.30am.



CQC INSPECTION

The Care and Quality Commission were set up to monitor, inspect and regulate Health and Social Services.

Our inspection took place in March and the results of their findings are available view at: <http://www.cqc.org.uk/location/1-605506574>.

Our Patient Participation Group have reviewed this report and have made the following comment:

Crawcrook and Greenside Medical Practice – Patient Participation Group

At the July meeting of the PPG members and Practice staff discussed the findings and recommendations of the Care Quality Commission report following their assessment of Crawcrook and Greenside Medical Practice in March of this year.

Members of the Patient Participation Group shared the disappointment and frustration of practice staff with the outcome of the assessment in which the practice was deemed to need improvement in three out of the five domains that made up the assessment.

Given the challenges that face all GP practices today in particular recruitment and retention of GP's it was felt that the report failed to sufficiently recognise the strident approach and endeavours taken by the Practice over the last two years to ensure that patients have access to and receive safe and responsive care.

Anyone reading the report will realise that the non compliance found by the CQC e.g. not all staff having had a recent appraisal and whilst important, were not critical to the delivery of safe and responsive care. However the reporting structure of the report meant that this finding impacted across all domains thus resulting in the improvement rating being given. Yet key indicators referenced in the report confirm that the Practice performs well against national GP Practice averages.

In response to the findings the Practice has formulated and implemented an action plan to address the issues identified and are proactively seeking an early reassessment by the CQC.

The Patient Participation Group endorsed both the action plan and application for reassessment.

Members of the PPG would ask all patients to look beyond the headline grabbing summary and spend time reading the full report to put the findings and recommendations into context.

The Patient Participation Group meets every two months and new members are always welcome and no experience is required.



PATIENT PARTICIPATION GROUP

Our Patient Participation Group meets bi-monthly. The group aims to communicate between ourselves and the Practice population. If you would like to become a member please contact Jean Ward either by telephone or email: jean.ward4@nhs.net.

May we give our thanks and appreciation to our existing members.

The date for the next patient participation meeting is 29th September from 6pm to 7pm.