

Autumn
2014



YOUR PRACTICE NEEDS YOU

Our Patient Participation Group helps the Practice to look at areas that affect our patients when they use our services. They work hard on your behalf to let us know what we could do better and we very much value their advice and support. They are looking to recruit new members and would welcome anyone who is a patient of our Surgery and willing to come along to a meeting, one evening a month to discuss ideas and issues. This is a great way to help shape what we do as a Practice and to learn more about ways to change things. Our group are currently looking at helping us update our patient booklet and have advised us on issues relating to online booking of appointments. If you are interested in joining our Patient Group please pass on your details to the Practice Manager, who will inform you when the next meeting is. If you cannot make a meeting once a month, we also have a virtual group that can communicate by email on matters relating to the above.

CARE QUALITY COMMISSION

You may be aware that the Practice recently underwent our first ever Care Quality Commission inspection on the 1st October. This was one of the first new, more in depth inspections that look at many aspects of what we do as an organisation including areas such as; ensuring are our services safe and are we providing a good quality of care for our patients.

They looked at many aspects of what we do and also interviewed a number of patients on the day, asking what they felt about the service we provide? While the inspectors were only in the Practice for a day, they also spoke to other organisations we work with and also our Patient Participation Group prior to the actual day.

At this moment we are still waiting for the official report to come back to us to tell us how we did. Once everything has been completed the full report will be available to view on line and we will put a report on our website. We did receive some initial indications from the inspection team that they have no concerns about the practice and the care we provide.

FRIENDS AND FAMILY TEST

With effect from the 1st December we, along with every other GP Surgery in the Country, will have to give you the opportunity to tell us how you rate the service we provide each time you use the Practice. We will have to ask you 'How likely are you to recommend our service to friends and family if they needed similar care or treatment?'

We will be able to give you a form and you will have 6 options to respond to including, Extremely likely, Unlikely or Don't know. You will also have some space on the form to tell us why you rated us as you did. Your feedback will help us learn more about what you think of your experience and what you would like us to improve.

The results of this feedback will also be published in the Practice once we have collated the results on a monthly basis. This is part of the Government's plans for the NHS and will be ongoing for the foreseeable future.

You also have other ways of raising issues with us, including discussing concerns or suggestions with members of our team, dropping us a line or completing our comments form.



PRESCRIPTION ORDERING CHANGES

The Practice plan to provide certain repeat medication prescriptions for a period of 2 months instead of the current 1 month, which we issue at present. We hope to be able to introduce this change in the near future.



Please remember we require 2 working days from receipt of your request to having your prescription ready.

FLU VACCINATIONS

If you are 65 or over, or in one of the at risk groups,

Don't forget to book your Flu Vaccination.

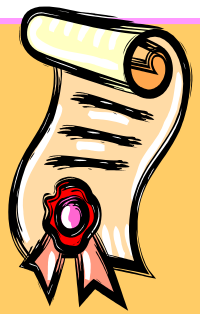


TEXT MESSAGING

We had some issues with our Text Messaging Service recently, which we know has not been working very well. We will be introducing a new Text Messaging Service in the near future, which will also allow us to send messages in addition to appointment reminders. Can you please let the Practice know your up to date details to ensure this service can be as effective as possible. If you do not wish to receive any text reminders from the Practice please let us know.

GILL'S AWARD

Sister Gill Boast has been awarded the prestigious title of Queen's Nurse (QN) by the Community Nursing Charity 'The Queen's Nursing Institute' (QNI). The title indicates a commitment to high standards of patient care, learning and leadership and gives special recognition of commitment to the nursing profession.



The QN title was reintroduced in 2007 after a gap of 40 years. It was re-instated in part as a response to the new challenges facing Community Nursing and to help safeguard and promote high standards of patient care, from the right Nurse with the right skills. Queen's Nurses are often approached by organisations asking for a professional Nurse contribution to help decision-making. The QNI also supports educational bursaries, learning and development programmes, meetings and events.

Thank you to our Patients and Practice Manager who provided feedback as part of the process to enable Gill to receive this award.

Well done Gill.

Starters and Leavers



Welcome back to Kirsty McMeechan – a member of our Reception team. Kirsty returned to work in October after being off on maternity leave.

Pauline Spence – started at the Surgery in August. Pauline is our newest member of the Reception Team.

Rhona Smith – We also said goodbye to Rhona, who left us at the end of September for pastures new. Rhona was a temporary member of our Administration Team.



Opening Times

Monday - Friday*
8.00am-6.00pm

*Closed Thursday lunchtime from 12:30 pm until 1:30 pm, plus one afternoon per month for staff training.

Speaking to a Doctor

If you wish to speak to any of the doctors then the best time to contact them is between 11.00 am and 12.00 pm each weekday.

Contact Details:

The Surgery
12 Wetmore Road
Burton-on-Trent
DE14 1SL

Tel: 01283 564848

Fax: 01283 569416

Web-address: www.wetmoreroadsurgery.co.uk