

Mitcheldean Surgery

Newsletter

November 2014
Issue No 8

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www.mitcheldeansurgery.co.uk

INSIDE THIS ISSUE

- 1 Practice Staffing Update
- 2 Goodbye to Marilyn Cocker
- 3 Flu Vaccinations
- 4 Forthcoming NHS Developments
- 5 Friends & Family Test
- 6 Carers' Healthchecks
- 7 Pressure on Appointments
- 8 Care Quality Commission
- 9 Movember!
- 10 Christmas Raffle
- 11 Christmas & New Year Opening Times

*"Appointment of New
GP Partner"*

*"Goodbye to
Marilyn Cocker"*

Practice Staffing Update

Appointment of New Partner

We are delighted to announce that Dr Vashti Tingay will become a Partner with Mitcheldean Surgery from the 5th January 2015. Dr Tingay will increase her time at the Practice from 2 to 2½ days per week.

Change of GP Name

Dr Bhattacharya has now changed to her married name, and will now be known as Dr Hazell.

Appointment of New Practice Nurse

We are delighted to announce that we have now appointed a new Practice Nurse. Nicky Cross will be joining us on the 24th November 2014. Nicky has a wide range of experience, including Practice Nursing, Community Hospital Nursing, and more recently, working at Hope House as a Sexual Health Nurse. We welcome Nicky to the Team.

Goodbye to Marilyn Cocker

We also say a sad farewell to Marilyn Cocker, Administration Manager, who leaves us after 24½ years' service. Marilyn has worked as Receptionist and Medical Secretary during her career with us. Marilyn will be sadly missed by us all, and we wish her a long and happy retirement. Frances Bover will be joining us in early December to take over the reins as Administration Manager.

A full list of staff and their roles can be found on our Website, and we hope to add some photographs in the New Year.

Flu Vaccinations

The recent Flu Clinics held at Mitcheldean and Huntley were a great success and were well attended by patients. If you were unable to go to one of the Clinics but still need a flu vaccination, please telephone Reception on 01594 542270 to make an appointment to receive your flu jab.

Forthcoming NHS Developments

Electronic Patient Records

We have already posted some information on our website regarding patient access to their medical records, and from Spring 2015 you will be able to access part of your medical record online.

Practice Boundaries

GP Practices will be allowed to take on patients who reside outside of their boundary. However, this will be at the discretion of the GP Partners, and home visits may not be made to those patients who choose to register with us but who live outside of our existing boundary. If you would like to check whether your address falls within our current boundary please go to our Website at www.mitcheldeansurgery.co.uk and enter your postcode into the postcode checker.

We will keep you updated on these developments nearer the time.

*“Forthcoming NHS
Developments”*

The NHS Friends and Family Test

Did you know you can now have your say to help improve more services across the NHS?

The Friends and Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It is already in use in many parts of the NHS and is expanding across the services.

You can say what is going well and what can be improved so that the people who make decisions about local healthcare can take your views into account. It doesn't take long and you don't need to give your details on your feedback form. You can also submit your feedback via our website.

*“The NHS Friends &
Family Test*

Look for further details in the Reception or Waiting Area. This will be available to all patients from 1st December 2014 and the results will be published on our Website on a monthly basis. NHS England will publish collective responses from all Gloucestershire Practices every 3 months. We would really appreciate your help in completing the feedback forms.

Health Checks for Carers

If you look after a relative, partner, friend or disabled child who cannot manage without your help, you are a Carer. Your health is as important as that of the person you are caring for. It is important that you visit your doctor regularly and let us know you are a Carer. We may be able to refer you or give you details of further support you may be able to receive.

*“Health Checks for
Carers”*

The NHS provide a number of routine health checks. If you are a Carer and have not had a health check within the last year please contact the Surgery to arrange this.

Pressure on Appointments

We are continuing to experience a high demand for appointments, and are doing our very best to accommodate the requirements of our patients.

The Reception Staff have the often difficult task of scheduling appointment availability and fitting patients in when they would like to be seen. Please be mindful that if you require a routine appointment (eg, your issue is not urgent) you may be offered an appointment a few days ahead. We need to keep some appointments for “on the day emergencies”. Some patients have used these “on the day” appointments to see a GP when they have routine requirements. We ask that patients consider their health needs and communicate these with the Receptionist when booking appointments.

Thank you for your assistance with this.

CQC – Care Quality Commission

The CQC has changed its way of inspecting Practices and has published some Practice specific data - whether a Practice has been inspected or not. This data has been collated from a number of sources and has been used to produce reports which patients may find useful. This is called Intelligent Monitoring and forms part of the way in which the CQC will regulate services. This includes:

- Registering those that apply to the CQC to provide services (eg, GP Practices).
- Intelligent use of data, evidence and information to monitor services.
- Using feedback from patients and the public to inform judgement about services.
- Inspections carried out by Experts.
- Information for the public on judgements about care quality, including a rating to help people choose services.
- The action we take to require improvements and, where necessary, the action we take to make sure those responsible for poor care are held accountable for it.

The report for Mitcheldean Surgery can be found at:

www.cqc.org.uk/content/our-intelligent-monitoring-gp-practices

Just pop the Surgery postcode (GL17 0AU) into the search box and you will have full access to the Report. You will see there are two areas of risk (relating to data from 01.09.2013 to 28.02.2014) regarding flu immunisation. This risk area may be due to either the data being only part entered at the Practice before it was nationally extracted, take up of the vaccine being lower than expected, or a combination of both. We monitor our flu vaccination programme closely and are always looking for ways to increase the uptake of flu vaccinations.

We anticipate a CQC inspection over the next 12 months, full details of which will be available to all our patients.

If you have any queries regarding this information please do not hesitate to contact Gayle Sykes, Practice Manager, on 01594 545320.

IT'S MOVEMBER – Hairy Faces at the Surgery!

Some of you may have already noticed that both Dr Paul Weiss & Dr Paul Stallard are participating in Movember - both sporting full face fur!! Movember encourages men to grow moustaches (The “Mo!”) or full face fur to raise awareness for Men’s Health (including Prostate and Testicular Cancer Programmes) during the month of November.

If you would like to donate to the cause or sponsor both of our razor avoiding GPs, please either donate your cash at the Surgery or online at www.movember.com - search for “Paul Weiss Paul Stallard” or “Mitcheldean Surgery”. All donations are gratefully received.

“Mo” photos to follow on our website at the end of November. Please encourage their progress - apparently it really itches!!



Christmas Raffle

We will be holding our annual Christmas Raffle in December in order to raise money for the Surgery’s Equipment Fund.

If you would like to donate a prize this would be greatly appreciated. Please just hand these in to Reception.

Tickets will be for sale in early December.

Christmas & New Year Opening Times

Please note the Surgery’s Christmas & New Year Opening Times:

Christmas Eve - Wednesday 24th December - 8.30 am to 4.00 pm (On-Call GP until 6.30 pm)

Christmas Day - Thursday 25th December - Closed

Boxing Day - Friday 26th December - Closed

Monday 29th December - Open as Usual

Tuesday 30th December - Open as Usual

New Year’s Eve - Wednesday 31st December - Open as Usual

New Year’s Day - Thursday 1st January 2015 - Closed

Friday 2nd January 2015 - Open as Usual

Your Comments

Finally, thank you to those who have provided us with feedback. All comments are welcomed. However, should you have any concerns regarding your care or the service you receive, please contact Gayle (Practice Manager) direct on 01594 545320.

Tel: 01594 542270

Surgery Website:

Patient Forum E-Mail Address:

Press 1 to Cancel an Appointment, 2 for Reception,
3 for the Dispensary, or 4 for the Medical Secretary

www.mitcheldeansurgery.co.uk

Mitcheldean.patientforum@glos.nhs.uk