

Practice News

Summer 2016



STAG MEDICAL CENTRE
&
ROSE COURT SURGERY



Practice passes with flying colours

The Care Quality Commission (CQC) carried out a routine inspection of the Practice in April this year and their report has just been published.

The practice received an overall rating of 'good' and the Patient Participation Group was rated 'outstanding'.

Inspectors visited both The Stag Medical Centre and Rose Court Surgery, and talked to staff, patients and members of the PPG.

Services provided, care shown, responsiveness to patients' needs, and leadership were all rated 'good'. One area requiring improvement was safety, including better recording of incidents, more training for staff, and the carrying out of risk assessments.

The PPG was rated 'outstanding' for the contribution it has made to the practice and its patients and the wider community.

Practice Manager, Jean Toner, said: "We would like to place on record our thanks and appreciation to the PPG for all their hard work and the big contribution they have made to us achieving this good rating from the CQC."

Chair of the PPG, Jenny Drew, said: "Our aim since we were formed five years ago has always been to bring about improvements for patients and it is marvellous to get this recognition from the CQC."

The full report is available on the CQC website at www.cqc.org.uk

Welcome to new faces

We'd like to introduce you to several new members of staff who have joined the Practice over the last few months.

Zoe Smith, a former school nurse with many years of experience, has joined our nursing team along with locum nurse Sonia Willis. Sonia has a specialist background in diabetes together with respiratory, cardiovascular and clinical governance. Lydia Sheard is our new receptionist.

We very much support reception staff who want to gain more qualifications. Amanda and Laura are aiming to become health care assistants and are studying for an NVQ level in care. Lisa and Diane will be taking a medical secretarial course.

And a goodbye....

A big thank you for all her hard work to senior administrative clerk, Linda Holyman, who has retired after 16 years with us.

Meningitis awareness

Meningitis Awareness Week has shone the spotlight on a group of people who are entitled to a vaccine against this potentially deadly disease.

The Practice is targeting 18-25-year-olds, particularly students preparing to go off to University, where they may be mixing with large numbers of other young people for the first time, or when they are home for the holidays.

Letters have been sent to households with young people this age explaining that the vaccine is available and inviting them to contact the surgeries so that a vaccination can be arranged.

Practice Manager, Jean Toner, said: "We know that nationally GPs are not picking up this age group, and we need them to book into a clinic and get it done. The vaccine is not the same as the one given to babies, it's specially formulated for this older age group. All they have to do is ring and make an appointment and we would urge them to do so as soon as possible."

Help for Carers

The Practice is leading the way in support for the hundreds of our patients who are carers, largely thanks to PPG member Pippa Harder who is herself a carer.

With the support of the PPG, Pippa set up a Carers' Corner at both surgeries, and here she explains what this does and who it could help.

"A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

"Anyone can become a carer – they come from all walks of life, all cultures and can be of any age. There are more carers in the country than the entire staff of both the NHS and the public and volunteer care services. You play such a vital role, but what about YOUR needs!

"With this in mind the PPG approached the Practice Manager about setting up a Carers' Café at one of the surgeries. The inaugural Afternoon Tea was held at Rose Court in May. This and subsequent afternoons have proved to be fun, informative and supportive to those who attended.

This is an opportunity to meet other carers in a familiar environment, accompanied by a cup of tea or coffee and a piece of cake. All carers and ex-carers are warmly encouraged to come, and you are very welcome to bring the person you care for. These 'cafes' will be held on the first and third Friday of each month between 1.30 and 3.30pm. Feel free to drop in for a quick cuppa, or stay longer and chat. Call 01709 364990 or 01709 541982 or leave your details at reception for the week you would like to attend. There is lots of information available which could help. These cafes are dementia friendly too. We look forward to welcoming you and thank you to the Partners and Practice Manager for making this possible."

The practice is compiling a register of carers, so if you are a carer or someone who is cared for, please contact reception and leave your details. This will be marked on your records so that Practice knows who to contact if the need arises, such as a change of circumstances.

Practice Manager, Jean Toner, said: "Please take advantage of this service. It's a simple procedure to register and it may change your life."

Important information on repeat prescriptions

Please read your repeat prescriptions carefully! From now on, medication review appointment details will be there.

This new system replaces the previous letters of invitation sent to patients in the post.

Practice manager Jean Toner said: "This is a more cost-effective way of letting patients know that they are due to come into the surgery for a review appointment, because it goes direct to the patient themselves, so it's very important that people read the information on their repeat prescriptions."

'Flu Clinics

Without wanting to wish the summer away, remember that you can start booking in for a 'flu vaccination from the beginning of August!



Jean Toner



This newsletter is produced by the Practice and the Patient Participation Group. You can contact the PPG at ppg.stagmedical@gmail.com or by writing to the surgery.

