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www.churchviewhealthcentre.gpsurgery.net

PATIENT NEWSLETTER – APRIL 2016

Welcome to the latest issue of Dr Singh & Partners patient newsletter.

Patient Participation Group

Since the first issue of the Newsletter some new members have joined the group but there is still room for more, especially from those attending Southmoor Surgery. The group meets in the Board Room at Church View approximately every six weeks, varying the day of the week and start time to enable all members a chance to attend.

If you are interested in becoming involved please ask Reception for details.

TARGET Dates 2016

Wakefield Clinical Commissioning Group (CCG) requires each GP practice within its area to provide protected learning time, whereby all staff (Clinical and Non-Clinical) have the opportunity and time to be trained on mandatory and clinical subjects for the benefit of staff and patients alike.

The dates for this training for the rest of 2016 are as follows;

Wednesday 18th May

Wednesday 15th June

Wednesday 13th July

Wednesday 14th September

Wednesday 12th October

Wednesday 16th November

The surgery closes at 12 noon on these days.

Repeat Prescriptions

May we remind you that repeat prescriptions can now be ordered by telephoning the surgery at Church View between 8.30am – 6.00pm and Southmoor 10.00am – 6.00pm. You can also order on-line, by post or at Reception, as before.

If you are interested in using the on-line service please speak to Reception.

Missed Appointments

We are very disappointed to find that in the period, 1st February 2016 to 31st March 2016, there has been no reduction overall in the number of missed appointments. Each missed appointment is not only a waste of valuable clinical time, but perhaps more importantly, potentially denies another patient the chance to be given an appointment.

Are you aware that the practice operates a text reminder service? Perhaps signing up to this will prevent your appointment being forgotten? Why not give it a try?

You can also book and cancel appointments on-line!

If the situation does not improve, further measures may have to be considered, e.g. a warning letter. This is not a route the practice wishes to take but there may be no alternative.

Care Quality Commission (CQC)

This body is the independent regulator for health and social care in England. It makes sure, amongst other things, that GP surgeries provide patients with safe, effective, compassionate and high quality care. It does this by monitoring and inspecting the service provider, giving it a rating and publishing its findings in due course.

The practice, including Southmoor, was visited by a CQC team on 5th April 2015. During their visit the team spoke to staff (Clinical and Non-Clinical), members of the Patient Participation Group and patients in surgery. They observed the care provided by staff and carried out a physical check of the premises and it's practices. In doing this they had regard to 5 key questions;

Is the service Safe?

Is the service Caring?

Is the service Responsive to the needs of patients?

Is the service Effective?

Is the service Well-led?

Their report will be provided later in the year. For further information about the CQC and its work can be found on its website www.cqc.org.uk.

Parking

We have a large car park as part of the premises but only limited spaces for our disabled patients. We would appreciate our able-bodied patients leaving the disabled spaces for use by our disabled patients.

The hatched area outside the main entrance to the building is for deliveries and picking-up and dropping off patients. It is not for normal parking.

NHS Choices

You may not be aware of the existence of this website www.nhs.uk. One of its functions is to give patients a forum to provide feedback on their experience at their surgery. Please check it out and let us know what you think of our service. It goes without saying that we would prefer favourable comments!

Surgery Website

Information about the practice is available on the surgery's website: www.churchviewhealthcentre.gpsurgery.net, such as; opening times, services offered at the surgery, etc. Why not have a browse?

We now have a Facebook page – Dr S P Singh & Partners and a twitter account – DrSinghPartners.

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