

Woodlea House surgery Newsletter

Welcome to our Winter 2016 issue:

Care Quality Commission Inspection

The Care Quality Commission (CQC) inspected the surgery on the 27th September 2016 and we are pleased to report the surgery received an overall rating of Good. In addition we were praised for our care of the elderly and received a rating of outstanding.

The whole report is available for you to read as a hard copy in our surgery information file which is kept in the waiting room. Alternatively please visit the practice website www.woodleahouse-surgery.co.uk where you can find the full report and information on how the CQC carry out their inspections. Click on the patient data tab at the top and then click on 'see report' on the right hand side.

Staff changes

- Mrs Karen Flintoft

We would like to welcome our new Practice Manager Mrs Karen Flintoft. Karen has joined us from a local surgery and has 20 years' experience working in Primary Care. She is responsible for the practice staff, service provision, complaints and all business aspects of the practice and patient services and personnel. If you have any comments or queries about the practice please contact Karen via reception.

- Mrs Keera Rowland RGN

Keera has recently returned to nursing after being our practice manager since 2004. She is an ex-Intensive Care Nurse and has also worked in Orthopaedics and A&E. Her special interests include: SmokeStop and Diabetes. Therefore if you are thinking about giving up smoking please ask to see Keera who will provide support through a programme. She will also be taking an interest in early onset diabetes so look out for the poster in the waiting room in the new year which will explain which symptoms you need to watch out for should you suspect you are diabetic.

- Mrs Carole Murphy

Carole has taken over from Louise as our medical secretary

Goodbye

We would also like to say goodbye and thank you to our practice nurse Karen Barton. Karen has recently taken early retirement and we wish her all the happiness in the world as she starts her new life.

Think before you call us for an appointment to see a GP

Did you know millions of visits to the doctor for coughs and colds are unnecessary and only fuels the problem of appointment availability which continues to be problematic.

The Local Government Association (LGA) who represents councils in England and Wales say one in five appointments is for minor ailments, such as runny noses, back pain and colic in children.

GPs handle 57 million cases of minor conditions and illnesses, such as coughs, colds, back pain and insect bites a year, while A&Es deal with 3.7 million similar cases, costing the NHS more than £2bn

Back pain is one of the most common causes for a GP visit yet most cases can be treated with over-the-counter treatments and self-care.

The LGA cites the following statistics

- 5.2 million GP appointments were for blocked noses
- 40,000 for dandruff
- 20,000 for travel sickness

The number of available GP appointments has not been reduced in fact it has been increased over the last few years but demand is ever increasing hence you need to wait longer for an appointment.

We therefore ask our patients to think before they call the surgery by asking themselves do I really need to see a GP or could I seek advice from the pharmacist, visit the practice website or one of the official NHS sites.

Text Reminders

We have for some time issued text messages to remind you of the date and time of your appointment. These are being sent automatically to your mobile phone if we have your mobile phone number.

In addition we will now be letting you know via text, information on the following:

- Referral letters
- Annual check-ups with the chronic disease nurse
- Clinic reminders i.e. annual flu

If you don't want to receive text reminders, please ring us to let us know.

If, on the other hand, you would like to receive text reminders please ensure that you give us your mobile number.

Carers Support Service

If you are looking after a partner, relative, child, neighbour or friend who is ill, disabled or frail then you are a carer. There is lots of support and workshops for you. Look out on the 'Carers Support' notice board in the surgery or contact the service on 0300 028 8888, or email on info@carerssupportservice.org.uk – they care so you can care.

And finally.....

- Christmas opening times will be posted in the surgery and the practice website
- Thank you for your patience while we get used to our new clinical computer system
- Check out the website www.woodleahouse-surgery.co.uk for minor ailment remedies and advice via clinical services then, choose the tab on the right for the 'self-help' page.
- Have a look at our Surgery Information file we keep in the waiting room where you can find information about your medical record, patient surveys and much more.
- Please remember we are always happy to receive feedback about our services. You can give feedback via the friends and family test on our surgery iPad located in the lobby. We also have a suggestion box which is emptied weekly or why not join our patient participation group which is run virtually so you don't even need to come into the surgery to air your views.

Keep an eye on our website and/or like us on Facebook for updates.

If you would like to ask us about any non-clinical, relevant information that you feel would be beneficial for our patients we can include a question and answer section in our next newsletter, please use this page and hand it in to the reception staff when you next visit the surgery. Alternatively if you are reading this hard copy in the waiting room, ask the receptionist for pen and paper. Leaving your contact details is optional.

Question:-