

The Practice

Stoke Road Surgery Newsletter
Delivering quality primary care



AUTUMN 2013
SIXTH EDITION



Roll up, roll up - flu jab time!

It only seems a short while ago that we were saying this but... it's time for flu jabs again! Remember, this is a vitally important vaccination to prevent you getting the most common strain of seasonal flu.



It is available to all those:

- over the age of 65 years
- who have long term respiratory, cardiac, renal and neurological problems
- who are immunosuppressed
- who are a registered carer
- who are pregnant.

Please book your appointment for the flu jab with reception.

If you do not fit one of the NHS eligible criteria but still wish to have the vaccine it is available privately for a small fee. Local suppliers of the private vaccine include Badhams pharmacy, Tescos & Boots .

Shingles Vaccination



There is also another new vaccination that is available now, to decrease the risk of an individual getting shingles. Shingles is a re-activation of the chickenpox virus. This virus lays dormant in your nervous system following the original chickenpox infection you had as a child and can be re-activated. When this occurs it is

called shingles, which causes a painful blistering rash.

The vaccination is currently only available to those aged 70 or 79 years of age. It is given as a one-off vaccination.

We will contact all those who are eligible and we will arrange a special shingles clinic. Please do not book in to see the nurse about this unless you have been contacted by us. This is so we can ensure that the appropriate people are getting the vaccination.

It has been shown to be less effective, for those over 80 years so it is not available to this age group.

There is limited supply of the vaccine available from the manufacturer so when more supplies become available a catch-up programme for those aged 71-78 years will be introduced over subsequent years.

In this edition:

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- ❖ Poetry Corner
- ❖ PPG Chairman's letter

Useful Contacts

Appointments
0124 267 2007

Fax
01242 678857

District nurses
01242 679946

Health visitor
08454 221388

Out of hours service
08454 220220

NHS advice
111

PPG Health promotion day - "What's your number!"

Our Patients Participation Group (PPG) are holding their first health promotion day at Bishop's Cleeve library on **Saturday 12th October from 10am - 4pm.**

There will be PPG members to talk to as well as a team of doctors, nurses, pharmacists and technicians. They will all be there to help you get to know "what's your number" !

This will include you height, weight, BMI, blood pressure, waist circumference and so on.

This is a free public health event and it's open to all members of the public, whether registered with Stoke Road Surgery or not. So come along and join in and "get to know your numbers."



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Welcome to new staff members

We have some new faces to welcome to Stoke Road Surgery. Some may be familiar to you already and others are new. We have four new receptionists; Amanda, Amber, Bev & Charlotte. You may well remember Bev from Badhams Pharmacy, however she has now moved across the courtyard to become one of our new staff members. Amber, Amanda & Charlotte are new appointments. We hope you will wish them well in their new roles.

Amanda



Amber



Bev



Charlotte



We also have a new phlebotomist, Alison. Again, some of you may already know Alison. She was one of the hospital phlebotomists who used to do clinics here. She has now joined our team as a Health Care Assistant, but specialises in phlebotomy.



We have had to say good bye to Jen Green, who has left us to lead the reception team at the Winfield Hospital. We wish her well in her new role.

Confidentiality

We would like to remind everyone about confidentiality regarding medical information. We cannot pass information to family members unless we have written consent stored in the medical records allowing us to do so. If you wish a family member to act on your behalf, or to get your test results etc., then please ask at reception. There is a form that we will need you to fill in and sign. This can then be stored in your records so we have written confirmation of this request.

Please do not ask reception to make exceptions to this rule as they are completely unable to do so. Confidentiality is key to ensuring good medical practice and we are not being difficult when we say we cannot pass information on to family members!

Medication requests



We are introducing a new form for requesting medication that is NOT on your repeat list. Your repeat medication is that medication which you get on a regular basis and is found listed on the right hand side of your prescription.

Other medications that you may need but are not listed on the right side of your prescription are called "acute medication". These are medicines that you don't use frequently. We have designed a form to help us, and you, to obtain this more easily.

We would like to know a little more information about the medication request eg. the name of it, why you want it, when it was last prescribed for you and whether it has been prescribed by us or the hospital. This will ensure that we can make sure we prescribe things safely and efficiently for all.

Please note, requests for medication not on repeat will take up to five working days to process.

60th Birthday celebrations!

Jane Tillotson, our lead receptionist has recently celebrated a significant birthday. Jane was 60 years young earlier this month. I am sure you will all agree that she really looks great and none of us quite believed she has reached this birthday!



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Care Quality Commission Inspection



We have had our first inspection by the Care Quality Commission (CQC). This is a new inspection team to primary care. The CQC have been around for some time inspecting nursing homes and standardising care. It has now been introduced that all GP practices be inspected and assessed by the CQC. We have been one of the first wave of practices inspected across Gloucestershire and we are pleased to announce that we performed very well in our inspection!

The full CQC report is available on our website or you can view it directly on the CQC website www.cqc.org.uk

There were five standards they inspected: Respecting and involving people who use services; Care and welfare of people who use services; Safeguarding people who use services from abuse; Management of medicines and Assessing and monitoring the quality of service provision. We met all these standards.

How they carried out the inspection.

The inspector looked at the personal care or treatment of people who use our service and carried out a visit on 16th September 2013. They talked to staff, patients and the chairman of the PPG. They also reviewed documents and policies that we keep.

What people told them and what they found.

They saw evidence that peoples privacy and dignity were respected. They also commented from looking at our patient survey results that we scored very positively in the care and treatment of patients. They commented on the fact that there were less positive comments regarding access to appointments but noted that we were looking at ways to address this.

They saw that we had robust safeguarding procedures in place. They felt that medicines were dealt with appropriately and by trained staff. The comments of the five patients they spoke to were all very positive about the staff and the care they received.



Text messaging and email communications

As part of our new computer system upgrade last year we now have the facility to send electronic messages to our patients. We would like to improve the way we communicate with you by using text



messaging and email to confirm appointment bookings and cancellations. We can also send reminders and general important health promotion information (for example when we are running our flu clinics).

For this purpose your mobile number and email address are subject to the same confidentiality rules and regulations as your medical records.

If you would like to benefit from this new service please ask at reception. There is a form that you will need to complete and return to us. Alternatively you can download a printable copy from our website www.stokeroadsurgery.co.uk. You can cancel this service at any time.

How does it work?

You make your appointment in the usual way, by phone, on line or in person at the reception desk and you will receive a text confirming your appointment. Two to three days before your appointment our computer system will automatically send you a reminder message. This will be sent as a text to the mobile phone number you have given us.



Is it secure?

The information comes from our computer system at the surgery which is highly secure. Mobile companies put very strict controls in place to prevent individuals from mis-using network technology. It is extremely unlikely an individual text message would be read and it would take a high level system administrator to do it. Once the message has reached your phone it is only as secure as you keep your phone.

Can I share messages for my family's appointments?

Only if both you and your partner have given us your written consent to do so. Children over the age of 16 will need to fill in their own consent form. We will not use this service for children aged 10-16years.

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Update on building works

Whilst our planning permission has been granted, we are still in the preparatory phase. This preparatory work is still ongoing and building work is planned to start in the New Year.

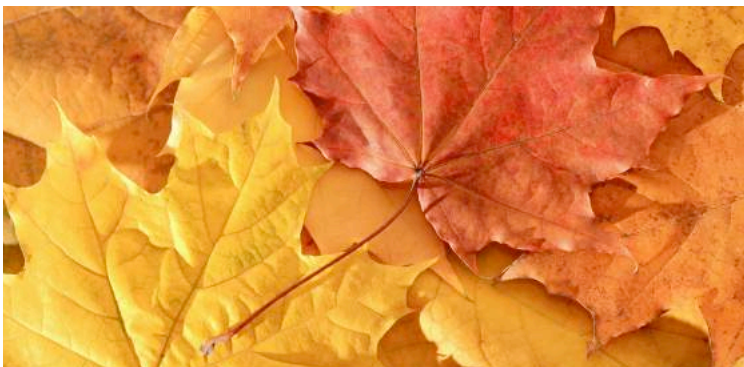
We will put more details in the next newsletter when we have some more news.



Poetry Corner

Autumn By Peggy McLquham

Leaves are falling gently to the ground,
Autumn is spreading its colours around!
Oak and horse chestnut in the woods are seen,
Flame and gold in the sunlight gleam!
Swept into moulds when the blustery winds blow,
Thickly they carpet the paths that we know!
Transformed by nature, before our eyes,
Branches are bare, reaching out to the skies!
Only evergreen, firs and holly remain,
These trees never change, they stay just the same!
Bright berries in clusters, with rosehips galore,
Acorns and nuts for the squirrels to store!
What a beautiful sight at this time of year,
It's nature's own warning that winter is near!
Having painted its picture, the season will fade,
But here in my memory, the impression has stayed!



PPG Chairman's Letter



This time of year, in medical terms, always seems like the downhill approach to winter, and the potential for greater vulnerability to a health challenge. For the first time this year, we and the surgery launched our autumn Health Promotion Event – 'What are your numbers?' This open invitation at our local Library, led by Vice Chairman and Health Promotion sub-committee Peter Badham, provided a free 'drop in' measure of your current medical status.

Another key activity this autumn was the Care Quality Commission inspection of Stoke Road Surgery, which included examination of our group, your representatives. We hope that you will access the full report at www.cqc.org.uk

Another step forward at the beginning of this autumn school term, is that we have been in discussion with Cleeve School, and on a one year tenure basis, a member of the Sixth Form has joined our group. This is to represent younger patients, and to provide a valuable community link to the school. It is no exaggeration to say that we are thrilled that this community link has now been forged.

At the other end of the patient age demographic, our sub-committee outreach to more elderly patients is continuing to forge proactive links with our local community. Member Joy Merrell, is for example leading the committee in fully engaging with The Senior Citizens.

Premises sub-committee leader Mike Otter has had a really busy, and at times intensive, few months of engaging with the built infrastructure extension preparations. We will bring you more news on this in the next newsletter.

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