

Spring/Summer Patient Newsletter



MacMillan Cancer Sponsored Walk

Tracy Williams our Practice Manager is due to do a sponsored walk on the 17th June 2017 in aid of Macmillan Cancer Support. This is a 26 mile walk from Keswick to Ambleside. If you would like to sponsor this worthy cause either do so via this link: - <https://www.justgiving.com/fundraising/TRACY-WILLIAMS23> or you can donate over the desk at Reception.

Changes to Appointments

We have increased the number of 48 hour appointments and we're hoping to have 2 weeks and 1 month bookable in advance.

However, more work needs to be done on this. We also have a GP that has gone off on long term sick, which has created a temporary backlog of appointments.

We are looking at bringing in appointments to book in advance:

48 hours

1 week

2 weeks

1 month

All advance appointments are bookable online.

Increased Access

Funding has been cut by CCG – so we have a reduced allocation to work with.

We have now agreed the surgery will have 4 GP sessions per month on a Saturday morning and 1 GP session on a Sunday. There will also be 4 Practice Nurse and 1 Nurse Practitioner sessions per month.

Dates will be issued in surgery and also on the website.

Nurse Practitioners/Practice Nurses

We now have 2 Nurse Practitioners who are triaging patients and seeing patients alongside the Duty Doctor. This works very well, although again we have some work to do on Duty.

2 of the Practice Nurses are also currently studying to be a prescriber.

Online Services

We would like to increase the number of patients using online services and we are adding more appointments to book online for both the Doctors and Nurses. One of our Receptionist Lynsey is leading the surgery in this.

We are also looking at how we can update our website more effectively, create a business only Facebook, smaller/condensed patient leaflet and possibly rebrand/brighter logo.

Alterations



We are looking to make some alterations to the surgery. This will include a further 2 clinical rooms, Improving the entrance with automatic doors, replacing the corridor carpets and improving the look of the surgery. Removing the phones from the reception desk and partition off the reception desk from the back room.

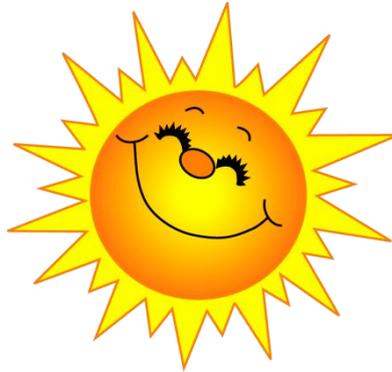
Doing this means admin staff and areas will need to be moved. Funding has been granted and we are hoping to start late summer.

CQC Inspection

The CQC inspection was very disappointing and the surgery received a rating of 'needs improvement'. All areas 'needing improvement' have been actioned and the action plan submitted to CQC. They will 're-check/check' the actions have been done within 6 months, with the rating hopefully upgraded to 'Good'

The full report is available in surgery and also on the website.

Thanks to Martin for spending time with the inspector on the day.



Summer

The summer season is fast approaching so let's protect ourselves in the sunny weather.

Slip on a Shirt – protect your skin with clothing, and don't forget to wear a hat that protects your face, neck and ears and a pair of UV protective sunglasses.

Seek out shade – Spend time in the shade between 11am and 3pm when it's sunny. Step out of the sun before your skin has a chance to redden or burn. Keep babies and very young children out of direct sunlight.

Slap on sunscreen – When choosing a sunscreen, look for High protection SPF (SPF 30 or more) to protect against UVB. The UVA circle logo and/or 4 or 5 UVA stars, to protect against UVA. Apply every 15 to 30 minutes before going out in the sun, and reapply every 2 hours and straight after swimming and towel-drying.

If in doubt, check it out – You should tell your Doctor about any changes to a mole or patch of skin.

Patient Information

We are currently checking the mobile numbers and email addresses we have for our patients. Please can you ensure we have your current details and if these need to be changed you can do that by either emailing us on CSRCCG.wordensurgery@nhs.net or via the update contact details form available on our website www.wordenmc.net or by contacting Reception.

Date for your Diary

Our 2017/18 Flu season will start September/October 2017