

Practice Newsletter – Spring 2016

Dear Patient

Welcome to our latest newsletter which we hope you find interesting and valuable.

'We're Good!' – That's the verdict of the Care Quality Commission

In an announced 1 day comprehensive inspection on 25 February 2016, a team of inspectors spoke with our doctors and nursing staff, management and administration staff, as well as patients and carers.

Using a new and more stringent inspection model, the CQC were looking for evidence that the services we provide are safe, effective, caring, responsive and well led. They also inspected the quality of care we provide for six population groups. In each area we have been rated as 'Good' and the overall rating we achieved is 'Good'.

We are delighted with this result! We know that we have an exceptional team working here at the practice and it is therefore very encouraging to know that the Care Quality Commission agrees! To read the full report, go to <http://www.cqc.org.uk/location/1-570112073>

Dr Chau & Partners **Good**



The Surgery, 18 New Wokingham Road, Crowthorne,
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(01344) 773418
Provided by: Dr Chau & Partners

CQC inspection area ratings
(Latest report published on 23 March 2016)

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

Friends & Family Test (FFT)



87% of our patients would be extremely likely or likely to recommend their family and friends to our GP practice, which is encouraging to hear. We are always striving to provide the best care, so we are constantly looking at ways to improve the service that we provide.

If you wish to see all the monthly results, please go to our website or look through the A4 folder situated on the table in our waiting room. We have noticed that there are some comments concerning services that patients would like to see held at our surgery and it is often the case that the services are already being performed at the surgery. Please do take the time to look at our website (www.newwokinghamroadsurgery.nhs.uk) for information or ask at reception. You may be pleasantly surprised!

You Said, We Did!

- We have introduced automatic doors to the front entrance and foyer.
- We now have our own website (www.newwokinghamroadsurgery.nhs.uk) which is regularly updated and is an excellent source of information.
- We are also on Facebook 'New Wokingham Road Surgery' and Twitter 'nwrurgery' which is also updated regularly.
- We have purchased a new information screen and patient caller ID system for the waiting room. This will be installed soon.
- We have increased the number of online bookings to some Saturday appointments as well as Thursdays.
- We offer extended hours on Tuesday and Thursday evenings until 7.30pm and on two Saturday mornings in the month.

What we're working towards!

- We are doing what we can to improve patient parking. We often receive comments requesting more car parking spaces. We wish we could wave a magic wand and provide more spaces but unfortunately we do not have the capacity to enlarge the car park. For example, we have filled in the potholes, repainted parking bays and installed low level safety barriers. Resurfacing the car park is our hope in the future (further information regarding parking below).
- Another recurring comment is about improving privacy between the waiting area and reception. Again, we are limited by lack of space but we are making attempts at improving the privacy. We have installed a new Perspex screen between the areas which we hope has made some improvement. Please remember that if you need to speak to a receptionist in private, you can request this and we will find a private room for you to speak to a receptionist.

Car Park

As mentioned above, we have limited car park spaces here at the practice which unfortunately we cannot expand on. We understand it can be frustrating to not always be able to park right outside the surgery, but there is usually plenty of parking along New Wokingham Road and neighbouring roads.

Please may we remind you that blocking the driveway to our staff car park is potentially very dangerous as this may delay a GP making an emergency home visit. Parking in our staff car park is also not permitted.



We have also noticed that our neighbours are increasingly using our car park. We would like to politely remind neighbours **not** to use our car park as this obviously has an impact on car parking availability. We offer extended hours twice a week until 7.30pm and two Saturdays in the month and we therefore need all the car parking spaces available.

Online Patient Access

In order to use this online facility, you need to register to 'Patient Access' via <https://patient.emisaccess.co.uk/> and follow the prompts. **Please then bring in ID and a signed copy of the Terms & Conditions (<http://newwokinghamroadsurgery.nhs.uk/how-do-i/page/register-with-patient-access.html>) within 4 weeks to complete the registration process.** This registration method ensures that your identity can be verified by our practice and that your personal details cannot be accessed by others.

As well as booking appointments online, you will be able to:

- Order repeat prescriptions online
- Access your current medication and immunisation history online
- View test results - allowing you view your test results online

Book appointments
Order prescriptions



It is free to register and the benefits speak for themselves. Unfortunately, we have to make a charge for printing any results that are requested at a charge of £1 per sheet. If you register for Patient Access, you can access your results free of charge!

Minor surgery clinics

The surgery does hold a Minor Surgery Clinic. Dr Chau and Practice Nurse Pam hold clinics once a month. If you feel you need to have minor surgery please make an appointment to get assessed by your GP who will put you on a waiting list if necessary. Please note our waiting list is currently 3 months.

Minor Surgery Clinic



Smoking Cessation Clinic

Are you motivated to quit and feel you would benefit from one to one support? Here at our surgery we have a trained Smoking Cessation Advisor, Sheila Hutt. If you would like Sheila's support to quit, please phone reception on 01344 773418 and make an appointment in our Smoking Cessation Clinic. This takes place on Wednesday afternoons (if this time is difficult for you, we will be happy to arrange an alternative appointment).



You do not need to be a registered patient with us to take advantage of this excellent, free service (minus prescription charges) so tell your friends and family!

Missed Appointments



Although it can sometimes be difficult to get to the surgery on time, if you know you cannot make your appointment, please call the surgery to cancel or to rearrange. So far this year, we have had **217** missed appointments. This is equivalent to over **36 hours** and over **9** morning surgeries for our doctors.

Please do let us know if you cannot make your appointment!

Value for Money

One of the big challenges we face is the demand for patient appointments and how best to cope with the high demand. Most patients are disinterested in the reasons why demand is rising and are more concerned regarding their own personal needs. Unfortunately these two cannot be separated; it remains the case that many patients are demanding inappropriate appointments for conditions such as common colds and flu and other minor conditions, when a trip to the local pharmacy will be a quicker and more appropriate way to make you feel better.

GP funding has fallen by nearly 1/3 in the last 5 years. Without funding we cannot continue. Practices get less than £136 a year for funding per patient. That is far less than the cost of pet insurance, mobile phone contract for 6 months or coffee on your way to work for 3 months. For this small amount you receive as many consultations with your GP or other practice staff as you need; prescriptions organised and signed, blood tests, referrals and home visits if required.



You can help by not wasting appointments- if you can't make your appointment cancel in good time; by ordering your repeat prescriptions in good time rather than last minute or only requesting home visits if you are genuinely housebound.

We are all aware just how much the NHS is struggling with the increase in workflow and recruitment crisis we are currently going through and what you, as a patient receive, with such little money we feel is incredibly good value.

Emergency and Out of Hours Cover

Not all medical emergencies require A&E. It is easy to forget that we are a GP practice and not a walk in centre. If your condition is not life threatening there are a number of options for you. If you feel that you need urgent or emergency care and are unsure where to go please click on the link (<http://www.nhs.uk/NHSEngland/AboutNHSservices/Pages/NHSservices.aspx>) to see where is best to find the correct help, or collect a 111 leaflet from reception with relevant information.

Please do not abuse these services and only attend if you really need to.

Travel appointments

Holiday season is upon us. If you are travelling in less than eight weeks we are **NOT** obliged to provide you with travel vaccinations. This is because there is not enough time to give you the correct vaccination courses before you travel. Please complete the travel form from reception or at <http://newwokinghamroadsurgery.nhs.uk/travel-advice.html> as soon as you know you are travelling to avoid delay. You can also try a local pharmacy that may be able to give travel advice if you are travelling last minute.

And Finally... News from our Patients' Group (Patient Participation Group)

Right Care - Right Place Health Care Event

In April we held our first ever health event, entitled Right Care Right Place. It was run jointly with Heath Hill PPG and I think that for a first effort it was very successful. We had 3 speakers together with a number of stands. Sally Brittain (Frimley Health NHS Trust); Dr. Ed Harrison (GP Fellow BACCG) and Mark Sanders (Healthwatch Bracknell Forest) all gave interesting and informative talks that gave us a better understanding of healthcare and the options open to all to help us choose better. We can improve our diet and exercise more, but often a good option would be to talk to your local pharmacist, a professional that is often underused. The cost of some of our choices was also underlined. The following figures show the initial costs incurred on our various options:

Call to an Ambulance £240; Stepping into A&E £111; Urgent Care Centre £55; Out of Hours GP £40; GP Visit £40; Call to NHS Direct £16; Pharmacy Visit £11; Click on NHS Choices £0.16p.

The talks were followed by a lively Q&A session. The feedback received was all positive and I think we all took away some food for thought about being responsible for our own health and to think about where we should go to seek help. The plan is to do something similar next year, when we hope to reach an even wider audience, so if you have any suggestions please get in touch.

Andy Wells-King - Chair of The Patients' Group Tel: 01252 874298

Patients' Group AGM 2016

The Patients' Group is due to have its Annual General Meeting on 10th June 2016 at 9.30am to be held at the surgery. Can you please let us know if you are going to attend and whether you have any questions for your committee and also if you have any nominations for officers, or if you wish to sit on the committee. All existing officers are happy to serve again. These are as follows;

Chair - Andy Wells-King

Vice Chair - Brian O'Regan

Secretary - Eleanor London

Treasurer - Judy O'Regan

Andy Wells-King - Chair of The Patients' Group

Have a lovely and safe Spring/Summer from all of us at New Wokingham Road Surgery ☺