

Your Surgery

Your views: get involved

Have your say



Crossroads Medical Practice

PPG Newsletter May 2018

Welcome to our second PPG Newsletter.

Since our first newsletter in August 2017 there have been considerable changes to our surgery. We are sure that you would like to join the PPG members in congratulating the staff for all their hard work in helping get the surgery out of special measures.

Care Quality Commission (CQC) Inspection

Our practice was inspected by the Care Quality Commission (CQC) to ensure we are meeting essential standards of quality and safety. The latest inspection on 7th November 2017, was an announced inspection undertaken to check protocols and to apply an updated rating for the practice. The practice was taken out of special measures, and given an overall rating of adequate, highlighting "safe" and "well led" as good.

"I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service." Professor Steve Field (CBEFRCPFFPHFRCGP) Chief Inspector of General Practice

The Patient Participation group (PPG) is a channel through which patients can make their views, non-medical concerns and ideas on the future of the practice known. We are currently a steering group consisting of 4 patient members, working towards forming a committee and need additional members to enable this to work successfully. Over the next few months, we will be actively trying to recruit a diverse selection of people from the younger persons to our more mature patients. The idea is to form a committee of approximately 9 individuals which will include a chair, vice chair and secretary.

If you would like to support the surgery to help develop new ideas, engage with other local people and organisations, arrange talks, fund raise and run stalls at local events, we would love to hear from you. We are also interested in patients who may not be available to attend meetings but would like to be part of a virtual/online forum that will help us gauge patient opinions, consensus and thoughts. Please leave your details at reception your details will be passed to the chair of the group and they will contact you personally or please email chaircrossroadspgg@gmail.com

The group do not bring their own personal issues but aim to work proactively with the surgery on behalf of other patients.

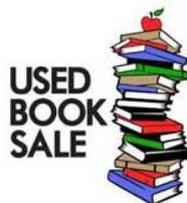


Week Commencing 18th June 2018

During this week, the practice will be promoting the benefits of the PPG and inviting interested individuals to join.



Please join us on the **Morning of the 18th and 20th June**



Proceeds towards supporting the PPG and St Barnabas Hospice.

Donations of books in good condition urgently required.

During the year the current PPG members have been working hard on your behalf:

- We held a Purple day to help promote the awareness of pancreatic cancer
- The steering group leader met with the CQC and attended a Patient Council meeting
- 2 members of the group attended a PPG networking event.

The PPG is now a member of N.A.P.P (National Association for Patient Participation) this was established in 1978 and is uniquely placed as the only UK umbrella organisation for patient- led groups in general practice.

The CQC and practice has asked us to produce a small survey for you to complete when you next attend the surgery, this will be a reflection on your experience on the day. We would be grateful if you could complete the survey on each occasion you attend, both the management and medical staff have shown an interest in your opinions.

STAFFING LEVELS	
Doctors Dr Kausar Khan Dr Phillip Mitchell Dr Haseeb Amjad Advanced Nurse Practitioner Mr Andrew Camm Practice Pharmacist Layo Ogunremi Nurse Practitioners Jackie Kelly – <i>Nurse Clinical Lead</i> Sarah Hall – <i>Specialist interest in Cancer & Palliative Care</i>	Health Visitor Lisa Perry Nurses Sarah Meredith Healthcare Assistants Sally Hewitt Julie Meredith Community Nurses Can be contacted on 01522 685786 Community Midwives Lindsey Thacker
We would like to offer a warm welcome to Angela Gresham the new Operations Manager	

The Practice is open Monday to Friday 08.00 – 18.30 hrs with a combination of pre-bookable and same day availability appointments. In addition to the above hours, they have introduced a limited number of appointments available on Wednesdays between 18.30-20.00 hrs and on Thursday and between 07.30 – 08.00 hrs.



ATTENDANCE FIGURES If you have a booked appointment, please make every effort to attend. If you are unable to attend for some reason, please make sure you cancel the appointment by informing reception.

December	Seen	Missed	January	Seen	Missed	February	Seen	Missed
GP	1051	18	GP	1168	18	GP	1136	10
NURSE	547	17	NURSE	917	46	NURSE	849	26
HCA	353	19	HCA	526	12	HCA	499	18

The total missed appointments calculates to **2.6%** over the 3 months.

Remember the surgery operates a “Did not attend” policy where persistent offenders may be de-registered.

Getting the most out of your appointment • Please don’t save up your medical queries as this may lead to you feeling rushed and the clinic running late, an appointment is 10 minutes and is to allow for 1 problem to be discussed if you have more than 1 problem then please advise the receptionist • Be prepared to give the receptionists information about why you need an appointment, this will help to ensure you are booked in with the most appropriate clinician. - It is not always necessary to see a GP and our Nurses can often arrange for you to have a prescription should you need one. • Always attend your appointments prepared with details of any treatment you use whether they are items that have been prescribed or perhaps purchased from a chemist, it helps the clinicians understand your condition if they know how you have been treating it. • Think about what you need to say before your appointment, write it down if you feel this will help. • Sometimes it could be helpful to keep a diary of how and when the condition affects you. • Make sure you understand the clinician’s advice before you leave their room if you are not sure ask the clinician to repeat it. • Please make the receptionist aware if you are enquiring about results as these can often be dealt with over the telephone • If you feel particularly worried prior to your appointment it may be useful to bring someone with you to listen to the clinician, they may be able to help you understand and support you.

Finale This is our second PPG Newsletter, we hope you have found it helpful, we would like to know what you would like to see in future additions please contact chaircrossroadspg@gmail.com With any comments.