



## Patient Newsletter Spring 2017



**Welcome to the latest edition of our patient newsletter. Spring has certainly 'sprung' and we too find ourselves experiencing lots of new and exciting events here at The Grove Medical Centre.**

The winter has been a busy time as usual at the practice, but the finer weather usually brings with it a more manageable demand for appointments. Last year saw a number of significant and important changes at The Grove and we feel these changes have enabled us to improve the overall experience of the surgery for the vast majority of our patients. However, we certainly won't be resting on our laurels and we will continue to work on new ideas and listen to the vital feedback you provide us about the services we offer.

We continue to work closely with our Patient Participation Group (PPG) and we are always keen to recruit new members to the PPG – especially patient groups which are underrepresented at present, such as young

parents. If you think you might be interested in contributing, please speak to any of the practice staff. We are also hoping to develop a young patients group in the near future and I hope to be able to share some news on this with you soon.

So, as you can tell, we have another busy year ahead and lots of important work to do!

*Adrian Illott, Practice Manager*

### **Healthwatch Suffolk**

Healthwatch is an independent organisation with statutory powers that works to give patients influence over the shape of services in Suffolk. We are about to begin some work with them here at The Grove and they will be in the practice on May 8<sup>th</sup> (AM) and at the carers information day on May 5<sup>th</sup>. We will update you in the next Newsletter and there will be information on the Website and in the waiting area, so watch this space! You can find out more about Healthwatch at: [www.healthwatchesuffolk.co.uk](http://www.healthwatchesuffolk.co.uk)

### **Grove Rated 'GOOD' in all areas!**

You may be aware that the surgery was inspected by the Care Quality Commission (CQC) last October. Although satisfied with the vast majority of our work, the CQC asked us for some further information and to outline our plans to make some changes to the way we were working at the time. Given that this was our first ever full visit from the CQC, this was perhaps not unexpected, given the very rigorous and in-depth nature of the inspection process itself. We were very quickly able to provide the CQC with the evidence they had requested, which resulted in the practice being awarded the rating of 'Good' in all areas. We feel this rating is well deserved and reflects the day to day hard work and commitment of our staff and we trust this also provides you, our patients, with the assurance that we continue to provide a safe, well run and effective service.

### **Hellos and Goodbyes.**

It is with a huge amount of sadness we bid farewell to Dr Karen Smith this month. Dr Smith has become a firm favourite with patients and colleagues alike during her short time here at the Grove. Sadly, her husband has been offered a job back in their native Scotland, which would be a rather long daily commute for Karen! We wish Dr Smith and her family every happiness in their new home.

We have been fortunate to recruit Dr Bashar Shatta as replacement for Dr Smith and he will be starting work at the Practice in April. Dr Pamela Barcella has also accepted a post with us following her recent spell as a locum GP with us. Pamela is a hugely experienced GP and we are very fortunate to secure her services. We welcome both Doctors to The Grove.

Julie, Sally and Kate have joined our reception team and have settled in extremely quickly to their new roles – welcome ladies

### **Not just a Doctors Surgery!**

Did you know we have an increasing number of additional services using our building and working alongside us to offer our patients an enhanced service? These services include:

#### **Adult Social Care**

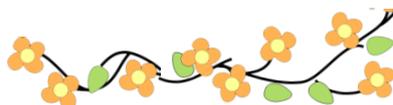
Adult Community Services (ACS) are working with Grove Medical Centre to make sure that their service is easy to access for patients. An ACS practitioner is at the Grove Medical Centre all day every Tuesday. Advice can be given on a range of subjects including help (where appropriate) with accessing care and support, advice, for example, about the costs of care and signposting to organisations that can help you. If you are interested in an appointment please speak to any of our clinical or reception staff.

#### **Citizens Advice (CAB)**

Staff from the CAB will be in the practice every other Thursday and can provide advice and help in relation to a wide number of issues. Again, if you are interested in an appointment please speak to any of our clinical or reception staff.

We have also been working with other services to provide them with rooms to deliver services in Felixstowe. This benefits not just our patients, but the whole local community and the services include:

- **Integrated contraception and sexual health services**
- **Glaucoma Service**
- **Norfolk and Suffolk NHS Foundation Trust**
- **OneLife Suffolk**



### **Did You Know...?**

Every year, we participate in something called the 'Quality Outcomes Framework' or 'QOF' for short. QOF is essentially a set of performance indicators which tell us how well we are doing at supporting patients with long term conditions such as diabetes or asthma. As part of this, we also speak to patients regarding lifestyles and healthy choices, which is why sometimes our staff may ask you questions regarding smoking or alcohol intake. This year we achieved an amazing **98.5%** against the standards set for us by NHS England. **This is the best result we have ever had as a practice.** We wanted to share this with you because we feel it is vitally important that our patients can be reassured that we provide excellent care in relation to their ongoing, long term health needs as well as more urgent or acute problems which may need a response the same day.

### **There's no substitute for experience!**

Over the past few months we have celebrated the achievements of four colleagues who have all each worked at the practice for 30 years! Long service awards were made to Glenys Cook, Pam Amos, Nikki Gayton and Sue Burt in recognition of their outstanding contribution made to our practice. We feel this is a fantastic achievement and is proof that the Grove is a great place to work and we were very pleased to be able to officially mark the loyalty and dedication shown by our colleagues. Well done ladies, you are an inspiration to us all!

## From the Patient Participation Group

It is heartening to note that the practice has survived the past few, very busy months with no major appointment problems and we look forward to the future with increased confidence.



**The PPG have been busy planning and organising our Carers Information Day, to be held at The Grove Medical Centre on Friday May 5th between 9.30 and 12.30pm.** At present we hope to have at least 9 organisations attending, local and national, to enable us to give Carers, and future Carers, as much information as possible on all aspects they may need help with or advice on.

This Carers Information Day, as with our 2016 Dementia Awareness Day, is open to anybody, not just patients at our own surgery. If you know of any carer who may benefit, please let them know. There will be posters around the town, we will have press coverage in the Spotlight, as well as the East Anglian and refreshments will be available for all those who attend.

The PPG is here to represent all patients of The Grove Medical Centre. We cannot get involved in any medical issues but if you do have any points you wish to raise in respect of the service offered, or any suggestions you may have to better the service, please hand them into reception in written form, addressed to PPG, and we will ensure you receive a response. We will have PPG members available for a chat at the Carers Information Day if you wish to know more information about the group.

The PPG would like to thank the partners and all members of staff for their hard work, particularly throughout the past few months, in ensuring that the practice has run so smoothly during this very busy period.

*Leisha Klein*

*The Grove Medical Centre PPG Chairman*



### Appointments

In the last month we have offered 9693 appointments and consultations. Unfortunately we also had 198 appointments where patients did not attend, which equates to 33 hours of lost appointment time. Please let us know if you are unable to attend or no longer need your appointment. **One way you can help is to make sure we have your correct contact details – especially your mobile number, as we always send out a text reminder two days before your appointment and using our new ‘text back’ service you can cancel your appointment over text at your convenience.** Saving wasted appointments is a really big way everyone can help us to offer all of our patients a better service.