

"SURGERY SNIPPETS"

- a newsletter for our patients.

April – June 2016



Expansion of online services

Patient Access is a simple, secure and efficient system which allows you to order repeat medication online, book or cancel appointments and view aspects of your medical records – all at your own convenience.

Approximately 35% of our patients on a repeat prescription currently use Patient Access to order their medication. This online service was extended in 2014 allowing registered users to be able to book and cancel appointments. In April 2015 this included being able to view limited elements of their medical record.

What's new in April 2016?

Patients aged 18+ can now request to see more detailed aspects of their medical record:

- Immunisations & vaccinations
- Medications & Allergies
- Procedure & referral codes
- Diagnoses, Problems & Symptoms
- Test Results

How do I register for the service?

If you have not yet registered to use our online services then please ask at reception for a registration form. Please note that this form must be brought in to the practice by yourself, along with two forms of formal identification, one of which ought to bear your photograph.



Existing online users who wish to have access to their medical record will also need to complete a registration form.



April is BOWEL CANCER AWARENESS MONTH

If you're aged 60+ you'll be sent a bowel cancer screening kit to self-test at home. Please take advantage of this **free opportunity** when your screening kit arrives through your door. If you've misplaced yours or not received a kit yet, ring the screening team on **0800 707 6060**.

Early diagnosis results in more successful treatment and a better outcome.

16-22 May 2016 is Mental Health awareness week

- supported by the Mental Health Foundation

One in four of us are likely to experience some kind of mental health problem in our life. If this is you now (or someone you know) and you don't know which way to turn or where to get help – firstly remember you are not alone. Take the first step by ringing us on 0161 905 4711 or the Samaritans on 116 123. If this seems too big a step to take, talk to someone you trust – family, friend, neighbour or colleague and let them support you in getting the help you need.

Find more online at <https://www.mentalhealth.org.uk/your-mental-health/getting-help>

Care Quality Commission (CQC) inspection

Our routine CQC inspection occurred on Friday 19 February 2016. We welcomed the team of 3 – an inspector, a GP member & practice manager member with an overview of our services. The purpose of the inspection is to ensure that all health & care provider services are:

- safe
- caring
- responsive
- effective &
- well led

Detailed discussion with a couple of our GPs, patient participation group members, some reception staff and our practice managers hopefully enabled them to gain an accurate picture of the care we provide. A random selection of patients were also contacted by the inspector for their feedback.

There are 4 possible outcomes:

- Outstanding
- Good
- Requires Improvement
- Inadequate

Informal feedback we received on the day confirmed they found us to be open, honest, patient centred and caring. The formal report bears this out with a **GOOD** rating; read it at www.wrmc.org.uk

Whilst CQC were made aware we receive lesser baseline resources than other local practices, hampering our ability to buy in much needed extra help, they suggested we should consider reducing the number of patient contacts daily for each clinician, to ensure and maintain safety. This would inevitably increase waiting times for appointments, so there's no easy answer to this dilemma, other than encouraging all **PATIENTS TO CANCEL THEIR APPOINTMENT IF THEY NO LONGER NEED IT**. Over 200 missed appointments every month is frustrating and affects the speed of service for all patients

REDUCING WAITING TIMES

As you've read above, **over 200 missed appointments each month** increases the waiting time to the next available routine appointment for our GPs & nurses. This waste and delay – which affects all our patients, continues to astound our Patient Participation Group members. They want the impact of missed appointments to be clearly spelled out, so we've agreed to start a campaign of text messages, highlighting when appointments with us have been missed. Your help in reducing the waste would be much appreciated all round.

SATURDAY MORNING APPOINTMENTS

from Trafford Primary Health

A pilot scheme has been set up to offer Trafford patients, **routine GP and nurse appointments on Saturday mornings** at Boundary House Medical Centre.

All bookings and cancellations must be done through our staff, so ring on 0161 905 4711 for more information.

BANK HOLIDAY & TRAINING CLOSURES

The surgery will be **CLOSED** for a ½ day Trafford-wide GP training event on **Thursday 21 April from 1pm onwards**. We will re-open at 08:00 on Friday 22 April 2016. The next ½ day education closure is on **Weds 13 July 2016**.

We will be closed on the following **BANK HOLIDAYS** this quarter: **Mondays 2 & 30 May 2016**. We will re-open at 08:00 on the Tuesdays 3 & 31 May 2016.

To find out what medical help is available whilst we are closed, ring us on 0161 905 4711 or NHS 111 by dialling **111**, or visit Trafford General Hospital either the NHS walk-in centre 08:00 – 20:00 daily or urgent care centre 08:00 – midnight, daily.