



NEWSLETTER

Hellesdon MedicalPractice

March 2016

CARE QUALITY COMMISSION RATE US AS OVERALL GOOD

Care Quality Commission Inspection

In November 2015 we were inspected by a team from the Care Quality Commission. This is our second inspection and again we were rated as Good. The full report can be found by following the link on our website.



The whole inspection takes place over several weeks but also involves a full days visit to the practice by the team. The teams of inspectors are led by a Lead inspector and included two specialist inspectors being a GP and a Practice Manager from different parts of the country.

Prior to the visit they request a large amount of information from the practice and the inspection is very much in depth.

We are pleased with our overall Good rating but feel that the rating of requires improvement under safety may be a little misleading or worrying for patients. This came about because we were unable to

provide documentary evidence that we took action on a particular drug warning about patients on high dose ibuprofen. No action was needed as we have a practice policy of not prescribing high dose ibuprofen. However to satisfy the CQCs standard of evidence we must in future record the reasons purely for them.

Personnel Changes

We are very pleased to announce that Dr Lyndsey Baxter will be returning to work at the practice on a permanent basis in August this year. Dr Baxter is already known to our patients because she did two periods of work here as a trainee GP.

Dr Baxter



Between March and August Dr Aulakh will be returning to the practice to help us out as we are currently very short of GP appointments.



Dr Talbot is our current trainee and is with us until the end of the year.



In May we welcome Dr Prentice who will be with us as part of her GP training for 18 months

Patient Survey 2015 Hellesdon Medical Practice

1. Who was your main contact with today?

Answer Options	Response Percent	Response Count
A GP	46.5%	40
A Nurse	20.9%	18
Nurse Practitioner	12.8%	11
Reception	19.8%	17
<i>answered question</i>		86
<i>skipped question</i>		0

2. Overall, how satisfied are you with the service you received today?

Answer Options	Response Percent	Response Count
Extremely satisfied	66.3%	57
Very satisfied	26.7%	23
Moderately satisfied	5.8%	5
Slightly satisfied	0.0%	0
Not at all satisfied	1.2%	1
<i>answered question</i>		86
<i>skipped question</i>		0

3. Have you accessed our website before at:

<http://www.hellesdonmedicalpractice.co.uk/>

Answer Options	Response Percent	Response Count
Yes	38.1%	32
No	61.9%	52
<i>answered question</i>		84
<i>skipped question</i>		2

4. Are you aware that you can book appointments and order prescriptions online?

Answer Options	Response Percent	Response Count
Yes	63.4%	52
No	36.6%	30
<i>answered question</i>		82
<i>skipped question</i>		4

5. Have you signed up for our online service?

Answer Options	Response Percent	Response Count
Yes	36.9%	31
No	63.1%	53
<i>answered question</i>		84
<i>skipped question</i>		2

6. What services would you like the Practice to offer to our patients? (For a list of our current services see over)

Answer Options	Response Count
	13
<i>answered question</i>	13
<i>skipped question</i>	73

Comments

All Good
 You seem to have it all covered
 I'm happy with all the services the practice provides
 Offers all I need
 Nothing else
 All of the mentioned
 All good as it is Thank you very happy with this surgery
 I haven't been here long but I find you very good polite friendly and helpful so far
 None Other
 can't think of anymore
 Thank you for all your existing services
 Chiroprody

Commentary

This year's patient survey was conducted over the month of October 2015. This time the patient group decided that the survey should be directed at patients as they were finishing their visit to the practice so that their responses would reflect their experience of the practice as it is.

Over the period 86 patients agreed to complete the survey and the responses are particularly pleasing as they show a high level of satisfaction across all contacts and from the comments to question 6 or the lack of them we are already providing as many services as patients can hope for. The questions 3 to 5 were designed to draw attention to our on line services which we are expanding from the 1st March and question 6 was also to draw attention to the depth of the services offered here to raise patient awareness.

DNA (did not attend)

In February this year 145 patients failed to attend their pre booked appointments and didn't let us know in advance. That is the equivalent of somewhere between 25 and 28 hours of wasted appointments. If those patients had given us some notice we would not have been short of appointments in the last few weeks. We do send text reminders and we do run a policy of writing to any patient who is a regular offender. In addition we will remove a patient from our list as a last resort.