

MARCH 2014 NEWSLETTER

Patient Participation Group

We are looking to replace existing members of this group who are no longer able to commit to our meetings – one every three months. It is a small group of patients who meet to discuss on-going development in the practice, provide feedback and suggestions etc. We meet on a Wednesday evening from 6-7pm once every three months. If you would like to join our group, please let Michelle (practice manager) know. If we are inundated with requests we will pick names out of the hat and keep the unsuccessful patients in reserve for next time!

Target Time

We need to have completed all our chronic disease reviews by the end of March. If you know you have not yet responded to your invitations, please either book the appropriate appointment or let the front desk know that you do not wish to be seen so that you can be 'exception reported'. Many thanks to all those who have attended for their check ups.

The Quality Contract

Starting in April 2014, we have been asked to look at certain aspects of patient care, to try to ensure patients are in the right place at the right time. We will be given 10 patient names per month and asked to have a face to face review following an A+E attendance. We have been asked to audit these patients and to make sure the attendance was appropriate and, if not, to discuss alternatives for the future. We have no choice in whom we see, we are given names. Please do not be offended if asked to come in. This does not necessarily mean you should not have gone to A+E. With the current crises in the NHS this is an important piece of work and your cooperation would be much appreciated.

Bowel Cancer Screening

Again, as part of the quality contract, we are being asked to follow up those of you who do not respond to the bowel cancer screening invitations. We have already started to do this and it appears some patients have not responded as they did not receive the kit. Kits will be available for those eligible at the practice from April. Although the bowel cancer screening has not picked up many cancers, it has picked up many polyps which, if left untreated, could develop into bowel cancer. Bowel cancer remains one of the commonest causes of death in this area.

Review after emergency admission

Again, as part of the quality contract, we are being asked to follow up all patients admitted as an emergency within 72 hours. Firstly, this is to make sure everything is ok and that you are improving and secondly to ensure systems are in place which reduce the risk of readmission – this might be additional social services etc. This might be a visit, a telephone call or a surgery appointment.

Janet Round

We bid a sad farewell to Janet at the end of February. We wish her well in her retirement and sincerely hope she will get bored and come back for holiday cover! She has been a pleasure to work with and will be missed by staff and patients alike.