Patient

Spring has finally sprung and these days it can feel like summer. Please take care in the sun – the wind may be cool but the sun can still be very hot. We have a high rate of skin cancer and it’s always best to safe than sorry. So please use skin protection when going out. For more info visit NHS choices website:- www.nhs.uk/livewell/skin/pages/sunsafe.aspx.

The Electronic Prescription Service (EPS)

 There is a new electronic service for prescriptions. Now, when a prescription is ordered, either online or in writing by the patient or the patient’s pharmacy, we issue the prescription and, provided you have a “nominated pharmacy”, the prescription goes electronically to that pharmacy for dispensing. This applies to drugs except ”controlled” drugs which still need to be ordered and collected from the Practice.

What are the advantages?:-

* You don’t have to pick up your prescription form the surgery
* Prescriptions can be collected from the pharmacy when the surgery is closed.
* If you are away from home and short of medication you can call us and we can send a prescription to a pharmacy where you are.
* If you are using the online ordering service you don’t have to call at the surgery but just go to the pharmacy to collect it. Allow 48 for process.

You can nominate a Pharmacy either by telling us or your chosen Pharmacy.

**We would also like to encourage you to order you prescription through our website. Many patients are already enjoying the convenience of ordering prescriptions this way. Ask at reception about registering and we will sort it out for you.**

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Our Inspection by the Care Quality Commission (CQC)

We were inspected by the CQC on the 10th December last year. The CQC is a regulated body that inspects health and care services across England and tests our service against 5 key questions:-

Is the service safe?

Is the service effective?

Is the service responsive?

Is the service caring?

Is the service well led?

We were given good in all the five key areas which we are very pleased to have achieved. Thank you to all the patients who spoke with the inspection team on the visit or filled in questionnaires beforehand.

If you want to read the full report it is on our website or you can link from our website the CQC website.

Tell us what you think

This year all GP Practice has been asked to introduce the Friends and Family test. This is a short survey that has been introduced across all areas of the NHS and simply asks whether you would recommend the practice to family and friends. Your feedback is important and we ask that, next time you come to the surgery, please fill in the survey; it takes only seconds to complete; it is anonymous. Survey cards are available at reception and you can also complete the survey on line at

[www.cliftonmedicalpracticestannes.nhs.uk](http://www.cliftonmedicalpracticestannes.nhs.uk)

Clifton Medical Practice

Newsletter Number 11 – Spring 2015

 The Patient Representative Group

We have an excellent Patient Representative Group which meets every three months. The group is there to represent the views of the patients and make suggestions on ways to improve services. The group has already made an invaluable contribution and have been involved in the CQC inspection and one member, John has been involved in preparation of this newsletter.

We are looking to increase the group. Would you be interested in joining? Let reception know if you are interested. We are particularly looking for younger people with families.

The group are keen to hear from any patient who has a suggestion on how the service to you can be improved. We cannot please everybody all of the time but we will try to address concerns and consider and adopt suggestions where we can.

If you have any suggestions or want more information the following group members have kindly said they would be happy to talk to anyone. They can be contacted on the following e-mail addresses.

Bill Cowburn williamcowburn@sky.com

John Driffill johndriffill@btinternet.com

Fred Dronsfield frederickdronsfield@talktalk.net

Peter Morgan petermorgan@talktalk.net

Audrey Porter audrey.porter88@gmail.com

Daphne Rigby daphnerigby25@yahoo.co.uk

***Thank you and enjoy the summer safely.***

***Carol Foulkes, Practice Manager.***

Test Results

If you need to ring us to get test results please can you leave it until the afternoon after 2:30pm? We are usually a little quieter then and you will find it easier to speak with us on the phone. You may be told that the results are back but until the Doctor or Nurse has reviewed them against your notes the reception staff cannot give them to you. Test results are reviewed against objective tests and against previous and targeted levels for a patient. So a result might be good for one patient and in need of action in another. If you are unsure what your test results mean discuss them with the Doctor or Nurse. The reception staff are not clinical so don’t expect them to comment on clinical interpretation of results.

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