



LUPSET PATIENT PARTICIPATION GROUP

Spring Newsletter

March 2018

Welcome to the spring edition of the Patient Participation Group newsletter. We hope that it contains some useful information about what is happening in the practice and the Patient Participation Group, but if you feel there is anything we should include please do not hesitate to contact us.

Staff shortages

The winter flu was a particularly hard-hitting virus this year and it not only affected our patients, but also many of our staff, with even the locum GP covering sickness leave phoning in sick! This put a tremendous strain on the appointment system, consequently the staff and ultimately the patients. We would like to apologise to the patients that either could not get the appointment they wanted, or had to wait longer than normal. We would also like to thank the patients who took advice and used over the counter medication purchased from the community pharmacy, or waited to see if their symptoms improved before requesting an appointment. This ensured we had appointments for those more complex patients who needed them most. Thank you for your support.

Internet in the waiting room

In line with a new government initiative we now have NHS internet access in the surgery. You can log on by searching for and connecting to "NHS Wi-Fi". Once you have connected you have to read and agree the terms and conditions and then log in with your first name, surname and email address. This takes you to a screen with some useful NHS links, or you can browse the web as normal. We would particularly recommend you do look at the electronic prescription service link if possible.

Our very own star performer

One of our Health Care Assistants (Michelle) was nominated for a healthcare award in the West Yorkshire and Harrogate District category. She was short-listed as one of the final 10, and during the District Final in Leeds we are absolutely delighted to announce that she was awarded the 'Healthcare Practitioner of the Year.' Well done Michelle. The award is richly deserved and I am sure all of your patients will join us in wishing you the very best of luck in the Regional Finals next month.

Wakefield Clinical Commissioning Group Medicines Waste Strategy

Some patients order their repeat medication themselves and some have the community pharmacy order on their behalf. Those that have the pharmacy order should only be allowed to do so if they genuinely have no other way of ordering (ie family, carers, on line etc). No matter which is used we are asking patients to only order the medications they need for that month. If you don't need a certain medication on your repeat at that time please do not request it, or tell the pharmacy that you don't need it. You can still order it next time if you need to. Also if you are receiving more medication than you need, please tell the pharmacy asap. This is particularly important as you may end up with a stockpile of old and out of date medication which you may inadvertently use. If in any doubt please speak to your community pharmacist.

Patients not attending appointments (DNA)

We are once again seeing an increase in patients who did not attend an appointment with one of our healthcare professionals. This is a waste of a vital appointment which could be re-used if the patient took the time to cancel. We are now implementing a new system where we will call a patient that does not attend an appointment to request the reason for this. This will be documented in their clinical record. If a patient does not attend a further appointment we will write to them warning them that if they DNA 3 appointments in any 12 rolling month period we will look at removing them from the practice due to a breakdown in patient / GP relationship. We would therefore like to stress the importance of cancelling an appointment should you not be able to make it. Please remember that it may be a relative that makes use of the cancelled appointment.

Care Quality Commission (CQC) Inspection

We were inspected by the CQC in November 2017 and we are very proud to have been awarded an overall rating of GOOD, with an OUTSTANDING rating being awarded in the Responsive category. You can view the full report on line by going to the CQC website or via the link on our own website at www.lupsetsurgery.co.uk.