

CQC INSPECTION RESULTS



In July 2016 Appletree received the results of the Care Quality Commission (CQC) Inspection which took place in April 2016 as part of the national programme of GP inspections.

The CQC assessed the Practice against 5 “Key Lines of Enquiry”: Safe, Effective, Caring, Responsive and Well-led and rated Appletree as follows:

★	Outstanding	Responsive
●	Good	Safe
●	Good	Effective
●	Good	Well-led
●	Good	Caring

Overall Appletree was rated as “Good”; the full Report is available on the Practice website www.appletreemmedical.co.uk.

As a comparison, the CQC last month published the following overall ratings for 1046 inspected practices across England. (There are currently 7,875 GP practices in England).

★	Outstanding	3%
●	Good	62%
●	Requires Improvement	26%
●	Inadequate	9%

As part of their Inspection the CQC Inspectors canvassed the opinions of patients, both on the day and beforehand, including members of the Patient Participation Group (PPG). Indeed David Nove, Chair of the PPG, presented the views of the Group as part of a formal presentation made to the Inspectors during the day.

Shingles

Invitations have been sent to patients who are entitled to a Shingles Vaccine this year - please don't forget to book your appointment.

Are you a Carer?

The PPG runs a bi-monthly carers' forum to help support and listen to the needs of carers. The next meeting will be held on 14th December 2016 at 1.00pm. For further information, contact:
sarah.lakin@nhs.net



The practice now has public Wi-Fi in the waiting room.

NHS-CSN-Public

Patient Participation Group (PPG)

There has been a PPG at Appletree since early 2011—it is now nearing its 6th Anniversary. The PPG's aim is to ensure that the Practice puts the patient, and improving health, at the heart of everything it does. The Group meets on the last Wednesday of every other month - see www.appletreemmedical.co.uk for details of the next meeting. All patients of Appletree are welcome.



Sign up to receive this newsletter at www.appletreemmedical.co.uk

Right Patient: Right Clinician

Over the last few months the Practice has been promoting it's "Right Patient: Right Clinician" campaign, with the aim of ensuring that you get an appointment with the most appropriate doctor, nurse or clinical pharmacist to suit your needs.

Please do not be offended when the receptionist asks you for a brief outline of your problem. They are trying to book you an appointment with the right clinician for your problem. A number of our nurses can prescribe medication and deal with chest infections, raised blood pressure, migraines, rashes etc, (ask for a copy of the Appletree leaflet *"Do you know what our Nurses can do?"* to find out more) leaving the GPs with more time to see patients with more complex issues.

As part of the Belper group of GP Practices, Appletree has been fortunate to have secured funding for the recruitment of a number of new clinical posts: Clinical pharmacist and Advanced Clinical Practitioners (ACPs) to supplement the existing medical team.

Our most recent recruit is Trainee ACP Helen Rodger who comes from a Paramedic background with a wealth of skills, especially in an emergency situation. Helen is able to see patients with acute problems eg. chest infections, abdominal pains plus many more—the receptionist will guide you when making an appointment.

PHARMACY FIRST >>> PHARMACY FIRST – Minor Ailments Scheme

From early December 2016 Community Pharmacies in the area will be participating in the new Pharmacy First scheme designed to improve patients' access to advice and appropriate treatment for common (minor) ailments and increase their capability to self-care.

The Scheme is available for patients registered with a GP Practice in the Southern Derbyshire CCG who are exempt from prescription charges and suffering from a range of minor ailments included in the scheme.

Pick up a leaflet from the surgery or go to the Practice web site for more information.

Flu Campaign 2016



This year Appletree successfully ensured it's supply of flu vaccines arrived slightly earlier than previous years, enabling flu clinics to be held early in September and October. Approximately 4500 patients were invited for their annual flu jab with over 3000 being vaccinated. As early as November 2016 the Practice had to decide how many vaccines to order for the Autumn 2017 Flu Campaign and based on this year's roaring success, it has ordered similar numbers

A successful Flu Campaign forms a vital part of Appletree's annual operations, helping to keep the Practice sustainable in the longer term. The team works hard to ensure it all runs smoothly, but as with everything we do welcome patient feedback and suggestions.

We would like to thank all patients who supported us by having their vaccine at the surgery.

Befriending & Volunteering

Keep a look out for news of a Parish Council led initiative focussing on the needs of those Duffield residents, often frail and elderly, who are lonely and isolated in their own homes. The project brings together and supplements all the good work already going on in the community to tackle this issue.

Things are already developing but anyone interested in helping to improve the quality of life of the isolated and lonely in the village are invited to an Open Meeting on Wednesday 25th January, 7.00pm at The Weston Centre. If you would like to learn more please contact PPG member John Raw 01332 840675 .

New Arrivals at Appletree

Dr Lucy Baker , GP Registrar, joins us in December 2016 for 4 months as part of her GP Specialist Training.

We would also like to welcome a number of new team members; Donna Steer, Sarah Atkinson & Diana Higman have all joined the reception team and Charlotte Egan has joined the secretarial team.