

# Eastville Medical Practice

Reception: 0117 9026751/2

Issue 13, February 2015

## Friends and Family Test

All GP Practices are now required to provide patients with an opportunity to feedback on their services each time they attend the practice. This is called the Friends and Family Test (FFT), and consists of a standard question which will be used by all GP Practices: **“How likely are you to recommend out GP Practice to friends and family if they needed similar treatment?”** followed by 5 options ranging from ‘Extremely likely’ to ‘Extremely unlikely’. There should also be an option to write a reason for the answer given. Starting from the end of January, results will be submitted to NHS England on a monthly basis and will be published online.

We will be texting some of the patients who are seen in the practice to gather responses, but all patients will be able to answer the question on forms provided in the waiting room—there is a small shelving unit to the left of the main reception window, and here you can find the forms to be completed and a box to place them in.

## CQC Inspection



We recently had another CQC inspection (03/12/14). The day was different to the previous inspection, with 4 inspectors who each focused on different areas of the practice. It was an intensive day, but the feedback at the end of the inspection was mostly positive with a few areas highlighted for improvement. We have not yet received our report or rating - we expect that this will be published in February. We will publicise our rating and ensure our report is accessible from our website.

## Test results... ...by text!



We can now send you your test results via text! If you would like us to do this, please let us know at the time your sample is taken and we will make a record of this in your notes and confirm that we have your correct mobile phone number.

If you do not receive a text from us in the expected timeframe, you can still call us to obtain the result.

Sign up  
when you  
give your  
next sample!

# Patient Participation!

We want to offer our patients an opportunity to have more of a say in the practice and its services. If you are interested, there are a couple of ways in which you can do this:

- Join our **Patient Participation Group**! We meet 3 times a year at the health centre to discuss practice issues. Staff members will attend the meetings to discuss an agenda made up of both practice and patient requested items, and minutes are distributed to all members after each meeting.
- Join our **email group**! Several times a year, we will send out useful information (including this newsletter!) to our email group to keep them informed of practice developments and provide them with an opportunity to give us some feedback.

If you are interested in either of these initiatives, please pass your name and email address to reception and we will be in touch!



## Reporting Telephone Faults



We know that our patients have been experiencing some difficulties with our phone system. We have discussed this with the company that maintain the system for us, and they have done what they can, but unfortunately there is a possibility that these faults will recur. In order that we can respond quickly and effectively if they do occur again, we have created a small form which can be completed to report on these issues. If you have an issue, please either pick up a form from the reception desk or find a copy on our website and return it completed to us as soon as you can. We apologise for the inconvenience caused by these problems, but we hope that this will help us address any issues straight away and minimise any disruption caused. We are currently investigating the phone systems available for use in the new building, and ensuring that we do not experience the same difficulties as we currently face is high on our list of priorities.

## Welcome back, Dr Gresswell!

We are very happy to have Dr Gresswell back with us, having recently returned from maternity leave!



# Rebuild update

Our new build is progressing well and is on schedule for completion by the end of 2015. We should be moving into the new building at the end of August, and then car parking provision will be completed.

There's a lot to do between now and then, but we are all very pleased that we will have a lovely new facility. The builders, Rydon, produce a monthly newsletter charting progress and informing local residents of the next steps in the project. Check the news page of our website for the latest edition.

## Please help us keep our records up-to-date

It is very important that your medical record is kept up-to-date. For example, if anyone in the practice needs to contact you they can only do so if we have your correct address and phone number. It is also important to update clinical information such as your smoking status. For example, we recently contacted all of our patients who are recorded as being smokers, to inform them of a new service available to help them quit - some patients who were no longer smokers were contacted because we didn't know they had already quit. If you think any of your information might be out-of-date, please let us know as soon as you can

### Online Services

You may not be aware that we offer the facility to book appointments and order repeat prescriptions online. In order to sign up for this service, please bring some photographic ID\* to reception and we can provide you with a registration sheet.

Very shortly, it will also be possible to view a list of all your current medication online as well as a list of any allergies you have. This should be available to anyone who has already signed up to our online services by the end of March. Over the course of the next few years, more of the information held in your medical record will become accessible in this way.

\*Photographic ID is required as a security measure to ensure that we are providing access to the correct person.

[www.eastvillemedicalpractice.co.uk](http://www.eastvillemedicalpractice.co.uk)