

Staunton & Corse Surgery Patient Group Newsletter

www.stauntonsurgery.co.uk

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CHANGES WITHIN THE PATIENT PARTICIPATION GROUP (PPG)



The PPG has welcomed two new members in the last month. Irvine Manning and Christine Starling, both from Tirley, have joined the group and are therefore additional points of contact for patients who might wish to discuss issues with the Practice via the PPG.

Our meetings have now been finalised for the coming year and we will meet with the Practice during the months of March, June, September and December. A Newsletter will be produced and distributed in the month following a meeting summarising information presented by the Practice. If you would like to receive our newsletter by email, please let us know.

If you have any suggestions about how our practice might improve patient services, either drop a note in our Suggestion Box which has been re-instated in the foyer at the surgery, or you can contact the PPG via the Practice website. Information can be left in written format, either anonymously or with contact information for direct discussion. It must be stressed, however, that enquiries or feedback regarding **specific medical queries relating to any patient and their health must be taken up with the Practice staff and not the PPG.**

UPDATES ON PRACTICE STAFFING.

Louise Tweney has now been in post as Practice Manager since July and has settled into her new role. She is responsible for the day-to-day management of the Practice and the thirty plus staff employed there. Within the Dispensary the role of manager has been filled by Tanya Woodward and the Dispensary Assistants role by Megan Bonser. You may meet both Tanya and Megan when collecting your prescriptions from the dispensary.

The two new trainee GP's have been in post for a month or two now and so you may well have already had a consultation with either Dr Emma Etherington and/or Dr Samuel Willis. They are both on a six-month placement at the Practice. The role of Physician Associate has not been filled and it is thought that it will remain vacant until the return of Nurjahan Aktar, who is currently on maternity leave having recently given birth to a baby boy.

The post of GP Assistant is being advertised and it is hoped that this will soon be filled.

GENERAL PRACTICE NEWS:

CQC: The Practice has undergone a CQC assessment which took place via a telephone conference call. Issues discussed and debated were wide ranging, including GP access, safeguarding issues, staff support, cervical smears, and immunisation. The call, whilst demanding, went very well with a rewarding positive outcome requiring no action needing to be taken.

Patient Access to GP Records: The Practice is working on a more in-depth record of patients' consultations to be made available to individual patients via on-line access. This is due to become live on the 31st of October 2023 and will allow you, the patient, to access more information such as test results and

consultation notes. Patient records will first be reviewed by a GP prior to upload, after which you can review your test results and treatment options as discussed in the consultation, thereby gaining a fuller understanding of what was said without the time constraints of the original consultation. Text messages will be sent out to all patients giving you the option of opting in or out of the process.

The Practice and its ‘Digital Services’: COVID seems to have accelerated the move to provide a truly digital GP Practice and most of us have become accustomed to the fact that we may well be offered a telephone consultation when booking an appointment with a doctor, whether via a hospital or GP practice, rather than a face-to-face visit. In addition, anyone with a mobile or smart phone, now receives confirmation of appointments or individual text messages to contact the surgery to book an appointment or even offer advice. These services are part of NHS England and the Integrated Care Board Directive to improve the service offered by GP practices. At the Staunton and Corse practice there are two major updates that will provide the supporting infrastructure resulting in a much more streamlined service to us as patients. NHS England requires GP practices to provide their patients with a ‘**Cloud Based Telephony**’ system (CBT) and the Practice has awarded a contract for its installation. The new telephony system will improve the management of calls made to the practice with call monitoring and recording and an integration into the practices clinical system. The second update is the installation of ‘**MiDoS**’ which is already up and running and many of you may have benefitted from the system when phoning the practice. This system enables the receptionists to direct patients to a range of support options for conditions that do not really require a member of the medical staff to advise upon. It will provide you with a much clearer picture of where you can get support, including access and treatment options, Emergency Department waiting times and pharmacy opening times within your area.

Flu Clinics: The flu clinics were run in the early weeks of October with staff at all levels being involved, including members of the PPG acting as receptionists. The Practice wishes to thank all those who responded to the invitation to make an appointment, particularly those who responded to telephone calls on the appointed day, asking for them to attend earlier than their original appointment time. This was done to maintain a steady stream of patients throughout the clinic. Covid vaccinations were also offered to eligible patients and were taken up by most.

National GP Survey: Conducted by NHS England, 278 questionnaires were sent out to a random selection of patients within the Practice, of which 118 were returned. This is a 42% response rate, as opposed to the national average of 29% which is an excellent result, so our thanks to all who responded. However, what is even better is the response to the 13 individual questions posed within the survey showing a massive vote of confidence in the Practice and its staff. The average response to the survey questions was a very positive 96%, with the lowest score being 84% agreeing that they “were satisfied with the appointment times available”, and the highest being 100% agreeing that “their needs were met”. The detail of the survey results will be made available online so that you can see for yourself the hugely positive outcome.

Finally, there is an increasingly wide range of health and wellbeing activities available within our region. Some of this information is available on the Practice website, but much is on display in the waiting room via information leaflets. We would be grateful if you could look at these leaflets and consider taking a copy to pass to friends, family and neighbours who might otherwise be unaware of what is on offer. As we move in to the darker, dreary weather of winter. It is important to keep active and look out for those who might benefit from some support and an opportunity to socialise.

