Care Quality Commission Inspection

There has been a lot of media attention recently about the Care Quality Commission (CQC) and the reviews they are carrying out of all departments within the NHS and Social Care.

Every GP surgery in the country is now undergoing inspections by the CQC on 16 different Outcomes covering such aspects as patient care, suitability of premises, etc and some practices in the Bournemouth and Poole area have recently been inspected by the CQC and have received good reports.

We do not know when the inspection team will arrive as we will only receive 48 hours’ notice of their attendance. The inspectors will be here for most of the day and will speak in depth to every department within the surgery. They are also keen to talk to patients and if you are visiting the surgery during the inspection day, there is a good chance you will be approached for an informal chat by the CQC team.

This surgery has been working hard to meet all the standard set by the CQC and we are confident we will have a

Care.Data Programme

We have informed our patients before that some of your medical data will automatically be collected by the Health & Social Care Information Centre under the Social Care Act 2012 in order to provide data to improve medical treatments etc. This information has understandably been met with a great deal of concern by a lot of people and NHS England will now be sending a leaflet called ‘Better Information means Better Care’ to every household through January/February. This will explain exactly what will be collected and why and also how you can opt out of this data extraction. If you do not receive a leaflet or want to know more about Care.Data, please telephone the patient information line on 0300 456 3531.

Practice Survey

You may remember that last year, with the help of our Patient Reference Group, we produced a patient survey. We were very pleased with the response we received and from the feedback, we were able to ascertain what you liked about the surgery and what we could improve.

We would now like to get your opinions once again and we have produced a short survey which we would appreciate patients completing for us.

This survey will take place up until mid March and copies are available from the Reception Desk or on our website www.villagesurgery.com.

Full details on the results of the survey will be published on our website by the end of March.

TRAINEE DOCTORS

We are very pleased to inform you that Dr Atoosa Noroozi successfully passed her Registrar training in December and is now fully qualified as a GP. Sadly, as her training was completed, she had to leave us at the beginning of this year and will be missed by staff and patients alike.

Likewise, Dr Rachel Stebbings will also qualify in March and will be moving on with her career then too.

However we are pleased to welcome our new trainee GP who started with us in early February. Dr Vivek Singh will be with us for six months and Drs Gordon Campbell and Dr Fiona McKernan will join us as Registrars for one year in August.
**Practice News**

**Goodbye to Tracy**

Some of you may already know that Tracy Cake, our Health Care Assistant, left the surgery at the end of last year having decided to move to Wales. Tracy was an extremely popular member of the Practice and we know will be missed by a lot of people.

However, we are very pleased to welcome Gill Masterman as our new Health Care Assistant. Gill is a highly qualified HCA and Phlebotomist having worked at local medical centres for many years. We wish Gill well and hope she will be very happy with us at the Village Surgery.

Hopefully we won’t get any severe cold weather this winter but if we do and the car park becomes dangerously icy, we may be forced to close it for health and safety reasons. We will endeavour to inform those patients with appointments that day if this becomes necessary.

**Christmas Raffle**

Thank you to all our patients who bought tickets or donated prizes for our recent Christmas Raffle which raised £256.96 for our Equipment Fund. This fund enables us to buy equipment and medical supplies to help treat our patients.

Your generous donations during 2013 through this raffle and book purchases have enabled us to buy an electronic couch for one of our nurse’s rooms and another for the Treatment Room. We have also purchased a new medical fridge in which to store vaccines. We continue to be grateful for all your support of this fund.

**Repeat Prescriptions—a few points**

1. Please remember NOT to book appointments solely for repeat prescription requests or ask the doctor to issue one for you whilst in a consultation for another matter.

2. Unfortunately we are finding that patients are sometimes requesting a repeat medication prescription far too early. We recommend that patients only ask for a such a prescription 7-10 days before they finish their course of medication. However, recently, our Reception team have received requests often weeks in advance of their final dose. Nevertheless, if there are reasons for this, eg you are going on holiday etc, please let us know this and we will be happy to help you.

3. We aim to have any prescription ready for collection within 2 working days of its receipt but in order to avoid errors, these MUST be made in writing and WILL NOT be taken over the phone.

**Early Notice**

Please be aware that from 3.30 to 6.30 pm on Thursday 6th March, all the staff at the Practice will be undertaking mandatory training and the surgery will therefore be closed. If you wish to contact a doctor between these hours, please call NHS 111.