

## Hilary Cottage Surgery Patient Participation Group Newsletter – Winter 2013

Welcome to the Hilary Cottage Surgery Newsletter for patients. In this edition we aim to let you know about:

- Vaccinations you may need
- Staff changes
- Planned improvements in our systems
- Independent monitoring of the quality of care
- Use of medical records for planning improvements to healthcare
- Interesting facts about the NHS
- The Patient Participation Group (PPG)

### **Vaccinations:**

**Flu** vaccinations are now available for all those patients entitled. Vaccinations against **Shingles** are also now offered for people who are either **70** or **79**. Phone or call into the surgery to make an appointment.

### **Staff Changes:**

**Dr Ajay Deshpande** started as our GP Registrar in August and will be with us until August 2014. He has joined us for one year to finalise his GP training. A Registrar is a doctor who is in the final year of training before becoming a fully-fledged GP. We also welcome our two new Receptionists **Sarah Godwin** and **Emma Tasker**, and **Kim Morse** who will join the Dispensary team in mid-November.

### **Planned Systems Improvements:**

Staff training for our new **On-line Appointments, Repeat Prescriptions and Text Message Reminders systems** has been completed and these services have now been introduced. We hope patients will find them helpful and easy to use whilst improving the effectiveness of the services we offer. **Check our website for announcements of how to sign up to the new services or ask at Reception.**

These new initiatives form part of a Department of Health initiative to improve patient access to GP services and the logins are linking to the patient's medical record. **For confidentiality reasons therefore, proof of identification is required before we can issue a user name & password.**

We have also been informed that the old website system of ordering repeat medication is being discontinued in the near future by the web provider. Further details will follow in due course – **please check our website for the announcements.**

### **Independent Monitoring of the Quality of Care:**

The **Care Quality Commission (CQC)** has been set up by the Government to inspect every GP practice for all aspects of patient care including patient records, infection control and confidentiality and to ensure that these meet national standards.

A practice will normally have just 48 hours' notice of a routine inspection. The CQC inspectors will consult members of the PPG during the inspection to gain feedback about patients' views of the practice. They will also request to speak to patients as part of their inspection.

### **Use of Medical Records Data:**

The new NHS England data sharing/extraction system known as "care.data" will be coming in to operation in the Spring 2014 to summarise information required for finding:

- Better ways to treat illness
- Guiding local decision making
- Managing disease control and
- Guiding the use of NHS resources to give the best outcome for patients

The system will take information from patient records such as date of birth, NHS number, Referrals, Prescriptions and other data on a monthly basis. Your name will **not** be used. You can find out more about the system from our website and posters in the Surgery. We have also been advised that all households will receive a letter from the Health & Social Care Information Centre during the early part of 2014 explaining this new system. Please contact the Surgery if you wish to opt out of the system.

### **Interesting Facts about the NHS:**

- Over the last 10 years life expectancy has been increased by 2 years.
- The number of Consultants rose by 54% between 2002 and 2011, GP's by 23% and Practice Nurses by 14%.
- A full time GP in England works between 50 and 60 hours per week.
- On an average day a GP will see 30-40 patients, make 2-3 home visits and between 5-10 telephone consultations.

### **The Patient Participation Group (PPG):**

The PPG exists to represent the interests of patients. It carries out surveys and discusses with practice managers and healthcare staff issues which affect the quality of care and the running of the practice.

The **Core** Team of the PPG is chaired by a patient – Jane Wykeham-Musgrave – and has 12 members of whom 8 are patients. They meet twice a year to discuss issues and propose and evaluate solutions. These issues may be raised by any patient or member of the Surgery Staff. In addition to the Core Team patients may become **Virtual members** of the PPG contactable by email. They raise issues and receive information about the PPG meetings, although do not attend the twice yearly face to face meetings. If you would like to become a virtual member or learn more about the PPG please see our website for details or ask a member of the Reception team.