



LUDHAM AND STALHAM GREEN SURGERIES NEWSLETTER



Welcome to our Winter newsletter.



Flu vaccinations

It is not too late to have your flu jab!

You are eligible to receive a free flu jab if you:

- Are aged 65 or over
- Are pregnant
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person
- Have a long term illness such as:
 - chronic (long-term) respiratory disease, such as asthma or COPD
 - chronic heart disease, such as heart failure
 - chronic kidney disease
 - diabetes

Health care workers are also recommended a vaccine to protect themselves and to help stop them spreading flu to their patients.

If you wish to have your flu vaccination, please contact the surgery to book an appointment.

GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice.

The GP Patient Survey focused on appointments this year. The results for our Practice were:

Question	Results for our Practice	National Average
Satisfaction with opening hours	90% satisfied	77% satisfied
Overall experience of making appointment:	93% good	75% good
Able to get an appointment	7% no	UK average 11%
Convenience of appointment	1% not convenient	UK average 8%

You can find the full survey and further details on: <https://gp-patient.co.uk/>

Christmas Closing

Ludham and Stalham Green Surgeries will be closed on the following dates over the Christmas period:

- 25th December – Christmas Day**
- 26th December – Boxing Day**
- 1st January – New Year's Day**

We wish all of our Patients a Merry Christmas and a Happy New Year!



New ECG machine

The surgery has purchased a new ECG machine through the kind and generous donations from Patients, The Potter Heigham Trust and Ludham Butchers. The new ECG machine prints out onto A4 paper making the results clearer for the Doctors to interpret and uploads directly onto the Patient record, ensuring the results are immediately captured and safely stored. Everyone's generosity is most appreciated.

CQC Intelligent Monitoring

Intelligent Monitoring is a Care Quality Commission initiative and shows data that they have taken from GP Surveys, The Quality Outcome Framework etc. ranking GP practices across the country according to quality and safety. Every practice was analysed against 38 indicators including the likelihood of being able to arrange an appointment, the proportion of elderly patients receiving the flu vaccine and support offered to the physically and mentally ill. The great news is that Ludham and Stalham Green Surgeries received either average or better than average scores across the board, no causes for concern, and overall we were in the top banding representing safest and best practice.

Dispensary

If you are ordering medication or repeat prescriptions please allow at least **3 working days** and wait until **after 11am** to collect your medication. This may prevent a return journey as many medications have to be ordered. Extra time is needed if you order on a day that is half-day closing:
Ludham–Wednesday pm Stalham Green–Thursday pm

The last day to order repeat prescriptions for collection before Christmas will be: Monday 15th December (please place orders before 6pm)

Managed Repeat Prescription Service

Both our surgeries now offer patients the option to use our new 'Managed Repeat Prescription Service'. This means that when you collect your repeat prescriptions from Dispensary, you will request the next batch immediately by completing the prescription slip. You will be issued with a date on which your prescription will be available for collection. You can then be guaranteed that your items will be ready for collection on or after this date. We hope that this will help you to manage the collection of your prescriptions, reducing your risk of running out and needing an emergency order filled and it will also control the workflow in the Dispensaries.

Staff News

Dr McCardel became a Partner on 1st Nov 2014

Dr McCardel started with the surgery as a part-time salaried GP, he then became a full-time salaried GP and we are now pleased to announce that he became a Partner on 1st November 2014.

Welcome to our new **Practice Nurse, Emma Lambon**, who joined the Practice in November. Emma has vast clinical experience including diplomas in asthma, COPD and diabetes.

Congratulations to Lucy Gladden for achieving Distinctions in all of her NVQ work. Lucy is now a fully qualified dispenser.

Self check-in screen

A self check-in system was installed at Stalham Green Surgery in October. The feedback from Patients has been mainly positive; Patients have found the system very user friendly. It has also been very beneficial to reception in reducing queues. The self check-in screen is an option for patients to use, it is not mandatory. If you would rather speak to someone in person at reception that is, as always, absolutely fine.

The Friends and Family Test (FFT)

From 1 December 2014, when you visit the practice you will be asked about whether or not you would recommend the surgery to your family and friends. The intention is to create a quick and simple way of collecting patient feedback to improve services. Your response is anonymous and you will be able to post the postcard in a ballot box in the reception area. If you are unable to answer the question, a friend or family member is welcome to respond on your behalf. You can also participate in the Friends & Family Test via our practice website, through the self check-in screen at our Stalham Green reception desk or via text message. The Friends and Family Test results will be published on the Practice website. The information will give the practice invaluable feedback on what you think of the care and treatment you have received, which along with existing ways of gathering feedback, will help the surgery to make improvements for patients.



Patient Participation Group

Join the PPG

The Patient Participation Group meets for an hour about 4 times per year and helps us to improve the quality of health services we provide. We are always keen to recruit new members, or you could get involved by becoming a 'virtual panel' member where you may be contacted by email or telephone every now and again to answer a question or two. If you are a patient registered with us and interested in being involved with our Patient Participation Group or the Virtual Panel please contact **Laura Halls on 01692 677031**

Urgent 'same day' appointments with on-call doctor

Please be aware that if you book an urgent 'same day' appointment with the on-call doctor, you may have to wait even though you will have been given a time for your appointment. This is because the on-call doctor is dealing with urgent appointments which may take longer for each consultation. Also we may ask why you wish to see the doctor because this helps us to manage the clinic times to reduce the time you may have to wait.



Do we have your correct mobile phone number?

We can add this to your patient record to give us as many methods of contact as possible. We also have the facility to send a free text reminder to your mobile phone so you need never forget another appointment. Just check at Reception that we have your mobile number and remember to let us know if you change your number.

Leaving messages on voicemail or with family members

To maintain confidentiality, we will only leave messages with your consent so please inform reception for your permission to be added to your patient record.



Access Online

Not everyone can access the Surgery during our normal opening hours. Patient Access helps by letting you check, book or cancel your appointments and order repeat medication over the internet. This service is available to all patients aged 16 and over who have internet access. All you need to do is speak to Reception to get your user name and password, then you can start using the Patient Access service. Bring one piece of photographic identification then we can register you immediately and issue you with the PIN codes and passwords you need to log into the system. You will be given step by step instructions about how to register online and use the service. It is easy to use and it is completely free of charge.



Blood tests

Remember to ring us or pop in a week later to check on your results.

What do you think?

As always, if you have any comments or suggestions for our newsletter, please let us know. Please contact: Laura Halls (Practice Manager) on 01692 677031 or e-mail her at l.halls@nhs.net