

Newsletter

Elsenham Surgery

February 2016

Care Quality Commission (CQC) - Update

The team at The Elsenham Surgery are very pleased by the latest CQC inspection report which has rated the surgery as *Good* overall.

The surgery works very hard to deliver high quality care to patients and we are delighted that the report recognises our commitment.

A full copy of the report is available on our website: www.elsenhamsurgery.nhs.uk

We are constantly trying to improve our services and will work with the CQC to progress any areas of development in the report, specifically the

location of the dispensary. We have already submitted a proposal which we anticipate will resolve the issue and will keep our patients informed on our progress.

We would like to thank again, our staff and the patients who supported us – especially our Patient Participation Group - who work tremendously hard on behalf of the Surgery.

Thank You.



CQC Inspection 30th November 2015.

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Defibrillator:

- *Around 30,000 people have a cardiac arrest each year outside of a hospital.*
- *The chance of survival after the heart stops falls by around 10% for every minute that passes without defibrillation.*

Village Defibrillator – Carried Over from Last Month

The Defibrillator is designed to be used by anyone without any prior training. However, there will be a Community Defibrillator Seminar

at Elsenham Village Hall on Saturday 13th February 2016, starting at 10:00 am. There will be a demonstration of how the Defibrillator works and members of

the Community Heartbeat Trust will be available to answer any questions.

All are welcome.

Type 2 Together – Diabetes Drop – In January.



Type 2 Together:

We had a very interesting morning. Sarah, Geoff and Heather were here to promote their Type 2 Diabetes support group. There are a few photos of the event on our website - Under "Slideshow"

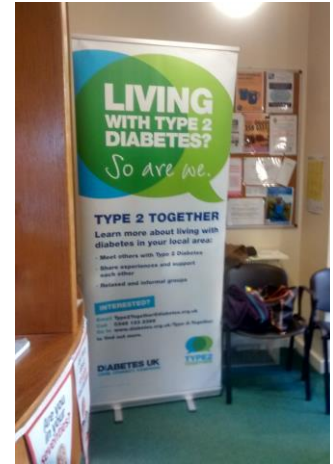
www.elsenhamsurgery.nhs.uk

Type 2 Together - Is for anyone with type 2 Diabetes. The group does not offer medical advice but members are encouraged to share their experiences and expertise to help each other

manage their diabetes

The Surgery would like to support the work of the group and we are looking at areas where we can help.

If you would like to find out more about Type 2 Together; please contact Karen Greaves 01279 818006 for more details.



Patient Participation Group



The Patient Participation Group is open to all fully registered patients of the practice and staff.

At present Dr. Whooley and Karen Greaves the Practice Manager are the Surgery representatives and attend the meetings.

The current group meets on a monthly basis and the meetings are held in an informal way here at the Surgery

Our meeting in January was in the main devoted to discussing the draft CQC report. We also looked at how we could improve the Vision Statement. I will be discussing the

suggestions made by the PPG at our next Heads of Department Meeting. The Surgery staff have also been asked to contribute their ideas and hopefully the final new vision statement will be a collaborative achievement between the staff and the PPG.

Over the next few months the PPG need to write an Action Plan /Focus for the Surgery for 2016/17. This Action Plan needs to set out the aims, objectives and any improvements the PPG wish to make over the coming year.

At our February meeting we will be

discussing the outcome of the recent Patient Satisfaction Survey and we will be drafting some preliminary ideas to be included in the action plan.

The next two meetings of the PPG are on Wednesday 10th February and Thursday 10th March 2016 at 7:00pm – Here at the Surgery.

If you would like to join our group please contact Karen Greaves on 01279 818006, for more details.

Did You Attend Your Appointment?

All surgeries have a problem to some extent with patients not attending or cancelling their appointments. We are fortunate not to have many persistent offenders and in general patients are very considerate and do cancel their appointments so that others can use them.

Although, there will always be a

few unforeseen circumstances whereby it is impossible to cancel an appointment in advance the majority of the 105 appointments lost in January could have been re-used!

To assist patients we do have a dedicated cancellation answer machine service available 24 hours a day. To leave a message

on the answer machine please call 01279 814730 and follow the prompts.

Please remember it is highly likely we can re-book your slot even at very short notice.

Feedback

We are always striving to improve our service.

There are several ways to give us your feedback.

Friends and Family Test:

There are cards available in the waiting room. There is one simple tick box question to complete. The results are compiled and published monthly. We are trying to connect the Friends and Family Test to the Website. More details will follow.

The Suggestion Box:

There is a Suggestion Box by Reception in the waiting room. There is also an electronic version

via our website.
www.elsenhamsurgery.nh.s.uk

NHS Choices:

www.nhs.uk
Unlike the other two options already mentioned any comments left on the NHS Choices website can be seen by the general public. This service is useful to patients choosing a new surgery.

Please Note:

Please do not leave any personal information in the Suggestion Box in the waiting room. The box is not particularly secure and is in a public area.

The box is intended for comments or suggestions about the Surgery in general and should not be used for individual patient care.

If you would like to discuss a private issue or if you have an idea or suggestion that will help us to help you personally; then please contact me directly. – Please see below.

Karen Greaves
Practice Manager
Email:kgreaves1@nhs.net
Direct Dial: 01279 818006
or
Reception: 01279 814730

Thank you

Complaints and Praise

In this section we like to update our patients regarding the number of complaints or, the number of letters / emails we receive giving us praise.

Due to the confidential nature of this correspondence, we obviously cannot share the specific details. However, for more general topics like the new television we endeavor to try and share as much anonymised feedback as possible.

Praise: No formal praise received this month.

Complaints: One formal complaint received this month.

Every complaint or compliment is a learning opportunity for the staff, and all feedback is discussed and shared.

“How to make a Complaint
“Leaflets, are available in the waiting room. These leaflets also include details of what to do if you are dissatisfied with the outcome of your complaint and how to contact PALS. (Patient Advice and Liaison)

A Helping Hand:

My Weight Matters

A free, 12 week weight loss programme for adults with a BMI of 25+
Please contact 0800 022 4524 for your nearest centre.

Health Walks

Monday at 10:30am
Meet- On the green opposite the Surgery.
No Dogs
Not suitable for pushchairs.

Duration - Approximately an hour.
Contact Heather on 01279 814153



Stop Smoking:

You are 4 times more likely to stop smoking with help and support. For more details of our stop smoking service, please book a double appointment with one of the nurses.

NHS Health Check:

If you are aged 40 and over and do not have a chronic disease, you may be entitled to a free NHS Health Check. Please contact Anna Snares 01279 818007 for more details.

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If you would like to receive a copy of this newsletter by email, please register your details on our website www.elsenhamsurgery.nhs.uk .

Thank You

PALS - 0300 311 22 33

Other News

Changes to the website –

We have created a new slideshow section on the website. It contains photos from our recent events. The slideshow can be found on the left hand side on the Home Page.
www.elsenhamsurgery.nhs.uk

Drop-In Sessions

Support for Sight - 27th
February

Dates for the diary:

Dementia awareness
coffee morning –
Bowls Club – First
Monday Morning every
month from 10:00am.

Week –end appointments

There are many GP and Nurse Appointments available at either the Dunmow or Saffron Walden HUBS. Please ask the Reception Team for details.

Please note:

All of the HUB appointments are pre-bookable only.