

Elsenham Surgery Newsletter

Newsletter December
2015

CQC Inspection

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The Care Quality Commission is an independent regulatory body. The term "CQC" can be heard regularly in the news with regard to Hospital and Care Home Inspections. The Care Quality Commission also inspects Doctors, their premises and staff too. A similar comparison would be, CQC are to health as Ofsted are to education.

The way CQC inspect has changed significantly and they now focus on the following core areas:

Are we safe?

Are we caring?

Are we effective?

Are we responsive?

Are we well-led?

They also focus on 6 main population groups:

Older People

People with Long-term conditions

Working People (Including those recently retired and students)

People whose circumstances make them vulnerable

People experiencing mental health (including Dementia)

CQC aim to inspect every Doctors Surgery by March 2016 so that each surgery across the country will be given one of the following ratings: (Figures in brackets represent the percentage of Surgeries in each banding for our CQC area.) There are more details about how CQC inspects on their website.

Inadequate (4%) – Requires Improvement (12%) – Good (80%) – Outstanding (4%)

We were given two weeks notice of their visit and they spent all day with us. So far we have only received rudimentary high level feedback. Their full report is expected at the end of January 2016. We were pleased with how the day went and the comments we received were all positive. Once their report is available we will be publishing it on our website.

We would like to thank everyone who supported us, especially the PPG who were all interviewed on the day.

*CQC inspected us on 30th
November 2015*



Complaints and Praise

We are always seeking feedback from our patients and looking for ways to improve our service.

Many of you will be aware of the Friends and Family Test we are running. We are looking into the possibility of connecting our welcome screen to the Friends and Family Survey. So on arrival patients will be able to make their choice if they would recommend our surgery to a friend or family member.

Praise: CQC indicated that they had received some very kind and supportive comments about our Surgery.

Complaints: No formal complaints received but the television still divides opinion.

“How to make a Complaint” Leaflets are available in the waiting room. These 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)

[Complaints and Praise](#)

Changes to the waiting room - Update

As you will probably be aware the changes to the waiting room have almost been completed.

The new television has certainly divided opinion. It was installed because we had received complaints that the patients waiting at the front desk could be overheard and that the waiting area was not confidential. This is a serious matter and needed to be addressed.

We had also received a variety of comments / complaints about the waiting area, these are a representative selection: “out of date” – “needs modernising” – “can we have a TV or music” – “come on Elsenham drag yourselves out of the 70’s” – etc etc

The feedback to our patient satisfaction questionnaire also indicated a need for change.

Reception try to monitor the suitability of the programme content but if anything is offensive please ask for the channel to be changed.

With regard to the play area – The Health Visitors prefer to use a private room and my old room has been decorated and equipped and will soon be ready to be used as an additional consulting room.

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.

The PPG Christmas Social was a great success and a good time was had by all.



Our next business meeting In January and will be an important meeting as we will be discussing the following:

The outcome of the Patient Satisfaction Survey

The plan / focus for the Surgery over the coming year.

The Practice Vision Statement.

PPG Bank Account

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

The next meeting of the PPG is here at the Surgery on Wednesday 13th January 2016 at 7:00pm.

If you are interested in finding out more about the work of the group or would like to join us please email Karen Greaves
kgreaves1@nhs.net



Village Defibrillator- UPDATE

What is a Defibrillator and why do we need one?

A Defibrillator is a portable electronic device that automatically diagnoses and treats life threatening cardiac arrhythmias through the application of electrical therapy, allowing the heart to re-establish an effective rhythm.

Timely and effective use of a Defibrillator can save lives.

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.

In a remote community like ours a Defibrillator could be the difference between a life lost and a life saved.

The Defibrillator will be on the outside of the Surgery within the external porch area. The Surgery will be responsible for the electrical supply (to keep the pads warm enough for instant use) and the necessary mandatory safety maintenance checks.

The Defibrillator is kept in a secure locked box. Access to the box is via the emergency services (999). It is vital that somebody has called for an ambulance *before* the Defibrillator is put to use.

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, where 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.

Did Not Attend.....

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 140 appointments lost in November 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.

Suggestion Box

We have for many years had a "Suggestion Box" on the Reception Counter.

There have been several comments left in the suggestion box regarding the new television but these have been addressed elsewhere in the newsletter.



Drop- In:

28TH NOVEMBER 2015:

My Weight Matters – A free 12 week NHS weight loss programme for any adult in the Uttlesford area with a BMI of 25+



Alison Cooke and Gloria Reed – Were here to help.

Several patients signed up and will be starting the programme soon. If you missed the drop-in morning and are interested in the programme please call 0800 022 4524 or ask at the Surgery

Elsenham Church Christmas tree Festival:

Congratulations to the organizers of this splendid village event. This was the first year Elsenham Surgery entered a tree and will certainly be doing it again. There were some sensational offerings on display. Our contribution was quite modest but I think we managed to make health fun.



Dates for the Diary

Event	Date
T-4-2 Coffee Morning for Dementia – At the Bowls Club Elsenham	First Monday Every Month 10:00 – 12:00 Noon
Patient Participation Group Meeting	13 th January 7:00pm
Drop-In Sessions:	
Stop Smoking	Saturday 19 th December 10- 12 noon
Local Diabetic Society	Saturday 23 rd January 2016
Support For Sight	Saturday 27 th February 2016

Contact Information

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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

Karen Greaves
Practice Manager