



## Care Quality Commission Report

You may be aware that the Practice underwent our first ever Care Quality Commission inspection on the 1st October. This was one of the first new, more in depth inspections that look at many aspects of what we do as an organisation, including areas such as; ensuring our services are safe and are we providing a good quality of care for our patients?

They looked at many aspects of what we do and also interviewed a number of patients on the day, asking what they felt about the service we provide. While the inspectors were only in the Practice for a day, they also spoke to other organisations we work with and also our Patient Participation Group prior to the actual day.

We are pleased to report that the result was very positive and that the overall rating for the practice was noted as 'Good.' The inspectors looked at 5 separate areas of the services we provide and asked the questions, are our services Safe, Effective, Caring, Responsive and Well led? For each of those areas we received a good rating except, Are our services Effective, where we achieved an 'Outstanding' rating.

The full report can be viewed on our website at [www.wetmoreroadsurgery.co.uk](http://www.wetmoreroadsurgery.co.uk)



### Chronic Disease Reviews

#### Just once a year now

The practice is in the middle of changing how we recall patients for some of the chronic disease review clinics that we run through our nursing team. Most reviews will now be just once a year and will fall within your birthday month. So if you are born in September, you will be called for your review in September and this should make it easier to remember each year when yours is due. Some of you may have been used to having twice yearly reviews but in line with NICE guidance we now only need to review your condition once a year. If the doctors and nurses here feel you would benefit from more frequent reviews, you will be advised and called in.

Please note that the date on your prescription is not the date for your review but an internal administration reminder for the practice, so please do not worry about that.

### Text Messaging Service

*Our new text messaging service has now been running for 3 months and appears to be working well. If you have a mobile and we have the correct number, we will be able to use this to remind you of certain pre-booked appointments that you have and also to remind you if you have a review that is due. We will also advise you of any health promotion information that may be appropriate for yourself. If you wish to stop receiving these text messages, please let us know and we can remove you from the list of patients who receive them.*

### Your Patient Participation Group

Your Patient Participation Group goes from strength to strength and has been working hard on your behalf to help us with some of the issues that both you and we face. With their help we now have a new Patient Calling System (Jayex), they have assisted us with producing a new Patient Booklet, they have advised on the colour scheme for the waiting room as well as assisting with our 'Do Not Attend' Policy which is helping to ensure those patients who persistently miss appointments and so block other people getting in, are dealt with accordingly. If you want to know more about this group please ask at Reception.

## Starters and Leavers

**Reception & Cleaning Team:** Since our last newsletter, we have bid a fond farewell to Enid Leavsley, who has left us after 10 years of service. Enid worked as a valued member of our Reception Team. Enid will be shortly moving to Windsor to live nearer to her family.

**Health Care Assistant (HCA)** I am pleased to inform you that our current Clinical Housekeeper Sarah Ratcliffe has been appointed a new position at Wetmore Road Surgery and is now training to be our HCA.

**Doctors:** We have 2 new GP Trainees – Dr Tayibba Ajmal and Dr. Farah Jalil., but sadly we say goodbye to Dr Andrew Kitchen and Dr Mallika Biradar.

**Nurses/Community Staff:** On the 31st March 2015 Sr. Rosie Partridge a valued member of our Practice Nurse Team has now retired after 10 years service.

We have also seen changes recently to our District Nursing Team. Anne Peart has now moved on to pastures new and she has been replaced by Karen Gladwin. Some of you may remember Karen as she was a District Nurse at Wetmore Road Surgery previously.



## Appointment Issues

We are aware that it can be hard to make an appointment sometimes and we do understand our patients frustrations. We are now seeing more patients than ever and our patients are also coming to the doctors more frequently. The ageing, growing and, in some ways, increasingly unhealthy population means more patients want or need to be seen than the Surgery can easily accommodate, however, we are doing our best to see as many of you as possible. More patients are now being cared for in the Community instead of in Hospital and those with chronic illnesses who historically may just have had 2 things wrong with them, now, with ageing, may have 5. This means more people with more complex issues are now being looked after by the Practice. We also ask for your help by only coming to the Doctors when necessary. We have seen an increase in the demand for appointments with a lot of people coming who really could be treated at home or by a Chemist. If you have a cough or a cold for just a day, or sickness for a similar period you don't usually need to come to the Doctors. Some people are coming to the Doctors at the slightest sign of a problem when they really could self manage or speak to the Pharmacist or even NHS111. We appreciate your support and help at this busy time.



## Online Access

For those patients who have registered for 'Online Access' you will, from the 1<sup>st</sup> April be able to view some limited information from your own medical record relating to what medications you are taking, what allergies are recorded for you and what immunisations you have had. If you have any questions about this, ***please ask.***



### Opening Times

Monday - Friday\*  
8.00am-6.00pm

**\*Closed Thursday lunchtime from 12:30 pm until 1:30 pm, plus one afternoon per month for staff training.**

### Speaking to a Doctor

If you wish to speak to any of the doctors then the best time to contact them is between 11.00 am and 12.00 pm each weekday.

### Contact Details:

The Surgery  
12 Wetmore Road  
Burton-on-Trent  
DE14 1SL

Tel: 01283 564848

Fax: 01283 569416

**Web-address: [www.wetmoreroadsurgery.co.uk](http://www.wetmoreroadsurgery.co.uk)**