

**Edition 5**

**December 2016**

As we approach the end of 2016 it's a good time to reflect on another busy and challenging year for the Practice. You only have to pick up a newspaper or switch on the TV news to hear how difficult these times are for the whole of the NHS but particularly as it relates to primary care and the ever increasing demand for appointments to see the GP.

At Ainsdale Medical Centre we are attempting to meet these challenges by continuously evolving and modernising but without losing the values of the traditional family doctor that we know that so many of our patients hold in such high esteem.

On Page 2 you can find out more details about our recent inspection by the Care Quality Commission (CQC).

On Page 3 we report on the sterling work of our Patient Participation Group (PPG) in helping us improve engagement with our patients.

On Page 4 you will find some helpful details on how to access the right healthcare services for you throughout the Christmas holiday season.

### Practice News

There are two new faces in the Reception team since the Summer newsletter was published. Elizabeth and Aimee both joined us at the beginning of August and they have settled into the team so quickly it feels like they have worked here for much longer.

Following feedback from patients, the Practice is now licensed to play copyrighted music in the waiting rooms. None of us relish a trip to see our doctor but we hope that in future it will at least be a gentler experience for your ears.

### Repeat Prescriptions

Remember to leave plenty of time when you are ordering your repeat medication if its due in the run up to Christmas. We need at least two clear working days and at such a busy time its sensible to leave a little extra time in case there are any complications or delays.



May we wish all our patients and their families a happy and peaceful Christmas.

We know that Christmas can be a difficult time for some people. If there's something troubling you, you can contact the Samaritans on 116 123 or by emailing [Jo@samaritans.org](mailto:Jo@samaritans.org)

## Care Quality Commission (CQC) Inspection



The CQC inspected Ainsdale Medical Centre on 19<sup>th</sup> October 2016 and have recently published their findings.

Overall rating for this service	Good	●
Are services safe?	Good	●
Are services effective?	Good	●
Are services caring?	Good	●
Are services responsive to people's needs?	Good	●
Are services well-led?	Outstanding	☆

The surgery was inspected by the CQC ( the healthcare regulator in England) on Wednesday October 19<sup>th</sup>.

The Practice receives two weeks' notice of the inspection which is a very structured and rigorous examination of how we provide services to our patients ( see panel , right).

The inspection itself lasts for a full day and our inspection team consisted of three people – two inspectors and a GP advisor.

We were rated as GOOD overall, GOOD in four of the five key questions and OUTSTANDING in the key question of whether our services are Well-Led.

Everyone at the surgery is delighted that we received such a positive rating from the CQC and that the inspector acknowledged so many of the things we do to at the surgery in her report. You can read the full 26-page report via a link on our website.

The Inspector's report is full of positive and complimentary observations across all 5 Key Questions but in rating us as outstanding under 'Well-Led' she highlighted several noteworthy areas.

- A clear vision and strategy focused on quality & safety
- Governance – clinical and administrative
- Leadership and culture
- Seeking and acting on feedback from patients and staff
- A clear focus on continuous improvement and learning
- Innovative and forward thinking

In summarising her observations about the Practice team she wrote that "staff were proud of the organisation as a place to work....they were part of an innovative and hard-working team that put patients' well-being at the forefront of the service"

### CQC and GP Surgeries

The CQC have regulated GP surgeries since April 2013 though this is the first inspection visit at Ainsdale Medical centre using the new inspection framework that was introduced in 2015.

The inspection rating is based on 5 Key Questions about the service. These are the same 5 questions that are assessed by the CQC when they inspect hospitals, care homes and dentists.

The Practice receives an overall rating and a rating for each of the 5 Key Questions.

The ratings are:

- Outstanding
- Good
- Requires Improvement
- Inadequate

Nationally, only 10 percent of GP practices are rated as outstanding in any of the individual key questions and fewer than 4 percent are rated as outstanding under the Well-Led assessment.

## Patient Participation Group (PPG)



The PPG was set up in 2014 as a 'virtual' online group of patients offering feedback on various aspects of the Practice. It has gone from strength to strength in 2016 as a group of approx. 16 patients who meet at the surgery five times a year. Dr Bennett attends all the meetings to provide clinical insight to our discussions. The Practice Manager and one of the reception team are also part of the group.

The purpose of the group is to advise the Practice and work constructively and collaboratively to help us develop the services we offer in a way which better meets patient's needs.

David Waugh is the current Chair of the group and was instrumental in getting the group off the ground back in 2014. David is always happy to talk to patients about the Practice and hear your views on what we can do better. You can contact David via email at [dhwamc@gmail.com](mailto:dhwamc@gmail.com)

We are lucky to have a group of patients who have an amazing breadth of experience in their working and personal lives.

### Feedback to the Practice Manager

There's a new way to provide feedback to the practice via our website. At the very bottom the Contact Details page there is a link called Comments and Suggestions. All submissions will be responded to within a couple of working days and we value your opinions.

### Complaints

If you feel strongly about something you think we haven't done well then you might prefer to follow our formal complaints procedure. Details of how to do this are contained in our Complaints leaflet which can be obtained from reception or from our website. We would always encourage our patients to talk with our Practice Manager first to explain to him what has happened.

## Feedback at the Flu Clinics.



Our PPG did a fantastic job gathering feedback about the Practice at our recent flu clinics.

Using the NHS standard Friends and Family test they received over 350 responses from patients.

98% of people surveyed said that they were either extremely likely or likely to recommend the practice to a friend or relative who needed the same kind of care as they did.

You can complete a Friends and Family Test survey whenever you visit the Practice. We submit our results to NHS England every month. It's just one of the ways you can tell us how you feel about the Practice.

Please note that from January 1 2017 the on-line version of our Friends and Family test will be withdrawn.

### PPG Website

The PPG now has its own website. You can link to it via the PPG page on the Practice website or go directly to [ainsdailemcpatients.org.uk](http://ainsdailemcpatients.org.uk). The site will provide information that is complementary to the Practice website in helping patients to learn more about the world of healthcare. It will be interesting to see how it develops during 2017.

### Open meetings.



In November we opened our PPG meetings to the public for the first time to get a wider audience for our guest speakers. Ryan Forrest from Access Sefton gave a really informative talk on Psychological Therapies.

On January 5<sup>th</sup> at 7.00pm, Betty Boner from Sefton Healthwatch will be talking about health and care services in Sefton. Everyone is welcome. It's expected to last about 45 minutes.

## NHS Choose Well

At this time of year it is especially important to be aware of the range of NHS services that are available if you feel unwell.

- Self-care

A lot of illnesses or symptoms, such as coughs, colds, sore throats, upset stomachs and aches & pains can be treated in your home, using a well-stocked medicine chest and getting plenty of rest.

- Pharmacist (Chemist)

Community pharmacists are highly trained healthcare professionals, and can give you advice on common illnesses and the medicines you need to treat them. Most now have a quiet area where you can speak to the pharmacist more privately and many have extended opening hours.

To find your nearest pharmacy visit NHS Choices [www.nhs.uk](http://www.nhs.uk) or call NHS 111.

- NHS 111

NHS 111 is the NHS non-emergency number which you can call to speak to a trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones

Call 111 if:-

- you need medical help fast but it's not a 999 emergency
  - you think you need to go to A&E or need another NHS urgent care service
  - you don't know who to call or you don't have a GP to call
  - you need health information or reassurance about what to do next
  - when your GP is closed and you need urgent care.
- GP (Doctor)

If you have an illness or injury that won't go away, make an appointment with your GP. They provide a range of services by appointment, including medical advice, examinations and prescriptions. **For urgent GP requirements out-of-hours ring NHS 111 ( see above)**

- A&E or 999

Accident and emergency departments and the 999 ambulance service should only be used in a serious or life-threatening situation. A&E provides immediate emergency care for people who show the symptoms of serious illness or are badly injured. Emergency services are very busy. **They should only be used in very serious or life-threatening situations.**

### NORMAL OPENING HOURS

Monday – Friday 8.00am to 6:30pm

On the day appointments available from 8.30am each day.

### CLOSURES OVER THE CHRISTMAS HOLIDAY PERIOD

Monday 26<sup>th</sup> December – Boxing Day

Tuesday 27<sup>th</sup> December – Bank Holiday Tuesday

Monday 2nd January – Bank Holiday Monday