

## **MAY 2015 NEWSLETTER**

### **CQC INSPECTION**

The practice had its first ever CQC inspection on 5<sup>th</sup> March and we are currently awaiting the result. It seemed to go well and we are very grateful for all those patients who took the time to complete feedback forms for the inspectors and to the members of the Patient Participation Group who donated their time during the inspection to discuss the group with the inspectors. We are hoping to keep the surgery as de-cluttered as it is now for the future – but are not making any promises! Once we have the result, we will publish it on the website (not our idea but a contractual requirement) and I think there will be a poster somewhere obvious (or not so obvious depending on the result).

### **Electronic Prescribing Service**

You can change your preferred provider simply by asking the newly preferred chemist to alter the registration on the computer system.

If your repeat medication list is changed either by the hospital or the practice, please let your chemist know so that stopped drugs are not requested again. This will help the practice reduce any prescribing errors.

In April, there was a problem with the NHS Spine for two days and all EPS scripts were lost in cyberspace. We thought they would be there when the spine started working again but sadly not. We have asked to be notified of any future problems with the Spine and will print tokens with all EPS scripts so that this does not happen again. This was out of our control.

### **Sample Shelf in Patient Toilet**

It has been brought to our attention that a shelf in the toilet would make life easier when providing water samples. This is the one room in the building we never enter (fear not, our cleaner does!). If you have any further suggestions to improve the practice, please complete a form and post it in the suggestion box. We are finding it hard to believe we have been open since 1992 and the shelf has only been suggested now.

Do not go overboard – comfy leather sofas are not on the agenda!

### **Dirty Nappies**

Whilst on the subject of the toilet, please do not leave dirty nappies in the toilet but take them home with you. We only get refuse collection weekly and have nowhere to store such items without making the place smell somewhat ripe. Your cooperation would be much appreciated by all.

### **Name Badges**

Our name badges have finally arrived and we have hit a snag. The instructions state we must not be within 15cm of patients with pacemakers or implantable defibrillators. The allowed distance is 15cm so we should be OK – but please be aware if you have such a device and the person seeing you can take it off or, failing that, defibrillate you as you hit the deck.

### **Patient Access**

Trouble booking an appointment? Please consider registering for on-line access. This can be for just appointments and repeat prescriptions. You can also get limited access to your medical record if you wish (paperwork is a bit more for this option). Please contact the front desk if interested.

### **Bank Holidays**

May has two bank holidays – don't get caught out by running out of medication.