

MARCH 2018 NEWSLETTER

Out of Hours

Please make every effort to collect scripts and medication requested rather than use the out-of-hours service for prescriptions. This is not their responsibility – it is yours – and potentially delays other patients getting urgent care. Please make sure you are aware of your preferred chemist's opening hours when selecting an EPS provider. Your consideration and cooperation would be much appreciated.

CQC Inspection

January brought an unexpected surprise in the form of a Care Quality Commission Inspection. It was announced nationally inspections were to be cancelled due to winter pressures in the NHS but they still came to Rainford! It was a very demanding inspection (the medical equivalent to Ofsted in schools) and we found the preparation, inspection and aftermath very draining. Many thanks to all patients who participated in this inspection – either by completing a feedback form or talking to the inspectors directly. The surgery's central heating system picked a very unfortunate day to stop working – we thought the inspectors were leaving early but it turned out they were just cold! We received a 'good' rating and the report should soon be available should anybody wish to read it.

NHS Choices Website

We have had an anonymous complaint posted on the NHS Choices website complaining about the sometimes "sarcastic attitude" of staff. Without further details we are unable to address this patient's complaint. We do tend to use humour where we can but this is part of being a friendly family practice. No offence is intended.

Patient Confidentiality

Please note we are unable to disclose medical information to relatives without the express consent of the patient. There is no point giving the receptionists a hard time – it is the law.

Target Time

It is that time of year again when we have to reach our targets for chronic disease management. If you have been repeatedly invited to attend for review and have not yet done so, please either book in before the end of March or confirm you do not wish to attend.

Extended Hours

The extended hours service for 5 practices (including both Rainford practices) started in February and this offers a small number of appointments each week for patients who are unable to be seen within normal working hours. Appointments are booked through reception and you may see an advanced nurse practitioner or a GP, depending on who is covering the shift. This is not aimed primarily at those who can attend during working hours.

Appointments

Our appointments system allows you to book up to 28 days in advance. If you can only make a certain time on a certain day and want a certain doctor, you might have to wait anything up to four weeks. Emergency appointments are fitted in around the booked surgeries. It is either an emergency or it's not. We aim to see all patients claiming emergency on the same day but it is not reasonable within the NHS to expect an emergency appointment to be at a specific time of your choosing. There are private GPs out there who might be able to accommodate such demands but there is a national shortage of NHS GPs and we do not have limitless capacity.