

RECTORY MEADOW SURGERY

MISSED

APPOINTMENTS

It is very important that you let us know if you are unable to attend your appointment so that we may offer it to someone else.

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Newsletter

ISSUE 13

JULY/AUGUST/SEP 2015



Welcome to the summer edition of the Rectory Meadow Surgery Newsletter. We have articles on the surgery's participation in the 5k Race for Life this year

and our recent CQC inspection, plus the regular articles by our new Patient Group and our reception team.

We are keen to modernise our website, making it as user friendly as possible. Please do take the time to take our survey about what is important to you in using a surgery website

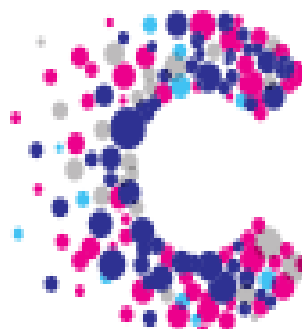
(available online at www.rectorymeadowsurgery.co.uk) or in paper form at reception) to allow us to understand what needs to change.



Rectory Meadow Surgery Staff Run the Race for Life!!

Rectory Meadow Surgery staff are joining Cancer Research UK's Race for Life this year. We are a team of 21 members comprising doctors, nurses, secretaries, receptionists and administrative staff taking part in the Wycombe 5k Race for Life this year. Some of us are even dragging our daughters along to take part!

If you would like to support us and make a donation, please log on to www.justgiving.com/rectorymeadowsurgery. We also have a box on reception for cash donations.



CANCER RESEARCH UK

It is a charity that is close to our hearts.



Sorry WE'RE
CLOSED

Staff Training

The surgery will be closed from 1pm for staff training on the following dates: -

- 9 September
- Should you need a doctor urgently, and it can-

not wait until the surgery is open again at 8.30am the following day, please call Bucks Urgent Care, our Out of Hours Provider, on 01296 850011.

Requests for repeat prescription, test results and

other non-urgent matters should wait until we are open again the following morning.

Thank you

Forms News

“an independent organisation whose role is to provide much needed additional funding to support and extend facilities available to the surgery”

FORMS—Friends of Rectory Meadow

Recent Events:

15 April

Dr Ferguson gave a practical talk/simulated demonstration of **Minor Surgery practices** now routine at the Surgery – enabled by the specialist equipment provided by Friends.

20 May

A successful **Lunch at The Saracens Head**, Whielden Street, Old Amersham. Kerry the host was both generous & entertaining

24 June

A warm sunny afternoon **Tea Party at The Deep Mill Diner**, nr Missenden with sandwiches, cakes, strawberries & cream under sun-shades in the garden.

A BIG THANK YOU TO ALL THOSE WHO ATTENDED AND SUPPORTED THESE EVENTS

Forthcoming Events for your diary:

Booking details available on the Surgery Notice Board.

Tuesday 28 July – Quiz Night with Fish & Chips

7.00 pm for 7.30 pm.

Teams of 6 or join a team on the day. Entry price £10.00 per person including supper (*drinks not included*).

Wednesday 28th October - Annual General Meeting at 2.00 pm

at Rectory Meadow Surgery – followed by a guest speaker.

For more information:

please contact Graham or Janet on **Tel:725250** or email: graham.cook@fast.org or Drene on **Tel:724858** or email drene.desilva@gmail.com.

Reception Bulletin Board



Ordering Repeat Prescriptions on the Website

To request repeat prescriptions online, please go to the Prescriptions section of our website. You can make a one-off request or, if you want to order prescriptions this way regularly, please follow the instructions to “Register”. If you choose to register you will be asked for your name and email address and to create a password. When you want to request a prescription simply click Log-on and enter your email address and prescriptions password.

Booking an Appointment on the Website

To book an appointment online, you will need to register **in person** at Reception to receive your individual 11-digit User ID. From the Appointments section of our website there is a link which will take you through the process to complete your registration with the online booking system. You will be asked to create a password which you will need when you wish to book an appointment online.

PLEASE NOTE THAT THESE ARE CURRENTLY TWO SEPARATE SOFTWARE SYSTEMS EACH WITH THEIR OWN SEPARATE LOG-IN DETAILS - THEY ARE NOT INTERCHANGEABLE.

“RECTORY MEADOW PATIENTS” NEWSLETTER



What is the Rectory Meadow Patients Group?

Organised patient groups can help improve the general quality of care provided by GP surgeries. As a patient of Rectory Meadow Surgery you are automatically a member of the Patients Group which is there specifically to represent your best interests. Your views will always be warmly welcomed.

Our Objective

To act as a communication channel between the staff of the Practice and patients to enhance the quality of service provided and develop a sense of partnership between the Practice and the patients it serves.

In May we formed a committee to represent the interests of all Rectory Meadow patients

Chairman	Peter Metcalf
Secretary & Newsletter	Gordon Barratt
Website & Technology	Mike Hender
Health Awareness	Chris Phillips
Friends Liaison	Drene de Silva
External Contacts	Graham Cook & Chris Phillips

AIMS

- Collect patient opinions and experiences to help the Practice evaluate its services
- Work with the Practice to respond to surveys or consultations and communicate this to the patients
- Contribute to the Practice Newsletter on a quarterly basis — reporting our activities
- Develop ways of improving health and wellbeing in our Practice population
- With the help of the Practice - link those in need of advice or support with agencies that can assist
- Exchange knowledge with other Patient Participation Groups as appropriate

THE YEAR AHEAD

It is clear that we need to improve communications with patients to enable us to collect the widest range of views. Mike Hender is working with Nicola Husbands (Practice Manager) to make best use of the Rectory Meadow website. In the near future we hope to be able to use email and text to communicate news about new things happening at the Surgery. Chris Phillips is already working closely with NHS Chiltern CCG to make certain that “Health Awareness” weeks receive greater publicity—with meetings at the Surgery.

CARERS AWARENESS EVENT

Rectory Meadow Surgery—Tuesday, 14 July 2015 13.30—15.00

Are you a carer? Someone who provides unpaid support and care on a regular and substantial basis to a relative or friend who, due to frailty, illness or disability, would not be able to live independently without them? If the answer is yes, (or you know someone who is) and would value information about support available, please feel very welcome to attend.

Next meeting — 12 August 2015. 12.30 at the Surgery. Please join us — your views are important.

Individual cases are never discussed nor is medical advice provided

CQC—Our Rating and Action Plan

On 29 April 2015, the Practice was inspected by a team from the

Care Quality Commission.



Rectory Meadow Surgery

CQC overall rating

Good

18 June 2015

[See the report >](#)

Go to www.cqc.org.uk/location/1-565794651 to read the full report

Although the overall rating for the practice was 'GOOD' there were two specific areas which were identified as "requiring improvement" under the requirement to keep patients SAFE.

DBS Checks on Existing Staff

The requirement in primary care for DBS/CRB checks was introduced for all GPs in October 2009 and for any other clinical staff (eg nurses) employed after that date – we did not need to obtain DBS checks for existing staff. When CQC was introduced for GP practices, we queried with the local Thames Valley Primary Care Agency whether we now needed to obtain DBS checks retrospectively for existing nursing staff and were informed that we did not. CQC, however, has stated that this was incorrect – we did need these checks to be done.

ACTION: We have now carried out Enhanced DBS checks on all clinical staff employed prior to October 2009.

Our Needle Stick Injury Policy

The practice policy for needlestick injuries did not reflect the required immediate action following such an injury. Whilst all staff were aware of the protocol to be followed should such an injury occur, the policy did not refer to the need to seek immediate occupational health advice, nor did it reflect the urgency with which this action should be taken.

ACTION: We have revised our policy in line with these recommendations.

Service Quality

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www.rectorymeadowsurgery.co.uk

Rectory Meadow Surgery

