

DANEBRIDGE GROUP PRACTICE

Newsletter

Spring 2010

DR JENNIE HERD

Congratulations to Dr Herd who will be going off on Maternity leave during May. We wish Dr Herd all the best and we look forward to her return to Danebridge next year.

DR KAL SHERGILL

Unfortunately, we will be saying Goodbye to Dr Kal Shergill in Mid-May. Dr Shergill, who joined us in March 2009, is moving away from the area due to family commitments. She will be greatly missed by all the Doctors and staff at Danebridge and we are sure by many patients also. We wish her all the best for her forthcoming marriage.

JACKIE BOWDEN



Jackie, one of our Health Care Assistant's left us in March to return to college to undertake a Nursing Degree. We wish Jackie well and say "good luck" with the hard work ahead!

HALF-DAY CLOSURES 2010

Danebridge, Kingsmead and the Sandiway surgery will be closed during the hours of 1pm – 5pm on the following dates for staff training:

Wed 12th May 2010
Thurs 10th June 2010
Tues 13th July 2010
Wed 15th September 2010
Thurs 14th October 2010
Tues 9th November 2010



On these dates all surgeries close at 1pm. However, Danebridge and Kingsmead will re-open at 5pm for emergencies only. During the closed period, emergencies are dealt with by the Out of Hours Service by telephoning: **01270 273666**

CONTACT DETAILS

It is imperative that you keep the surgery up-to-date with your current contact details. These include your correct address, telephone number and mobile number if you have one. If you are unsure if we have your correct details, please check with the receptionist.

ACCESS AND APPOINTMENT SYSTEM

We continue to strive to improve access for our patients. To provide early and late access for patients, Danebridge now opens at 7:30am on a Monday morning and remains open right through to 9pm in the evening, holding early and late surgeries for patients who can not attend during normal surgery hours. Tuesday to Friday remain normal surgery hours.



Our appointment system allows us to offer our patients the most appropriate appointment for the problem they have. Although we feel this works very well, we became aware that there were areas for improvement to allow greater access for patients.

Basically our appointments are split into two types - new problems and follow-ups. New problem appointments have always been bookable on the day, whilst follow-ups can be booked by the patient up to one week in advance. *We have now made it easier for patients who need to be seen with a new non-urgent problem to book an appointment in advance.* This gives greater access to patients who may need to make prior arrangements with work or have family commitments. Upon contact with the practice patients will be asked by our receptionists two simple questions: if they require a new appointment or a follow-up and very briefly what the problem is. This allows us to manage your request appropriately to ensure you are dealt with in the most efficient way, for yourself and our system.

Please be courteous to our receptionists, they are trying to help you !

We are continually working to improve patient access and are currently looking at a system for patients to book appointments on-line and are working with the PCT to also improve our telephone system.



REPEAT PRESCRIPTIONS

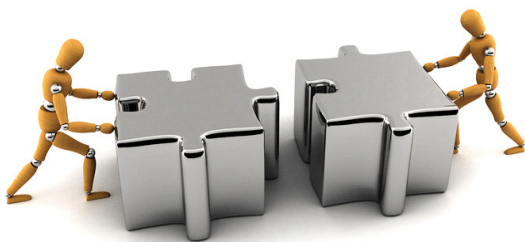
Repeat Prescriptions can be ordered on-line via our website at www.danebridge.org.uk Patients can also request prescriptions in person, via post, fax (01606 331977) and by using the Chemist delivery service. We **DO NOT** accept requests over the telephone. Please allow 48 working hours for collection of your prescription.

PATIENT PARTICIPATION GROUP (PPG)

Danebridge Medical Practice

Surgeries: Danebridge; Kingsmead; Sandiway

Do you want to join our
Patient Panel?



Please ask for an information pack
at Reception

WARFARIN MONITORING

We recently made a change in policy for patients requesting Warfarin Prescriptions. Doctors are now expected to have access to documented evidence of recent monitoring of patients taking Warfarin prior to signing and issuing prescriptions. This meant that patients needed to hand in their up-to-date Yellow Anticoagulation record book with each request for Warfarin. However, it became apparent that this caused some patients a lot of concern. We have since become linked to the Warfarin monitoring team at Leighton Hospital. This therefore allow us to log-on to the hospital computer system and view patients monitoring results, thus facilitating safe prescribing of Warfarin. As a result of this, patients no longer need to bring in their yellow monitoring books and can now return to ordering their prescriptions on-line if preferred to do so.



NHS CARE RECORDS SERVICE

What is the NHS Spine? This is the name given to the national database of key information about patients' healthcare and it forms the core of the NHS Care Records Service. Information held on the 'spine' allows care providers and patients to benefit from medical care when and where it is needed.

Patients are currently being written to with all the necessary information regarding this service and are being given the option to '**opt-out**' of having a Summary Care Record (SCR) created. Patients need to be aware that '**opting out**' will result in them **not** being able to be referred to the hospital using the Choose & Book electronic system, thus delaying any referrals required and will also **not** be able to use the Electronic Transmission of Prescriptions, once this becomes available. Initially, the SCR will hold key information such as details of allergies and current medication, but will eventually become more detailed to allow access to specialists' letters and results.

Summary
Care
Records

Once the NHS Care Records Service is fully implemented, having each patient's SCR stored on the spine, will mean that wherever and whenever a patient seeks medical care from the NHS, those treating them will have secure access to summary information to assist with diagnosis and care.

Only authorised NHS staff who are caring for the patient and **have the patients consent**, will be able to request and access information on the spine and to use the system, those staff must have been issued with a smart card and PIN number by their NHS trust.

GENERAL MEDICAL SERVICES CONTRACT

Excellent

Danebridge Group Practice is delighted to announce that we have again this year achieved the maximum score for quality of care provided to our patients. We work very hard at maintaining the high standard of care we provide to the benefit of our patients and are very proud that Danebridge in the only practice within the Central Cheshire PCT to have achieved the highest standards every year since the introduction of the GMS contract in 2004. We listen to patient feedback and make changes where feasible. We have since developed Chronic Disease Management clinics with great results. Each year we are presented with new requirements which allows us provide more preventative screening, resulting in earlier diagnoses and treatment for some patients. We will continue to improve patient services and provide the equipment needed to do so. This includes the waiting room Blood Pressure machines, which are in all 3 of our surgery Waiting Rooms. These machines allow patients to just call in to check their blood pressure if they wish to do so, or even check it whilst waiting in surgery.

Joanne Sullivan, Practice Administrator, May 2010
Email your comments and suggestions to me
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