



Munro Medical Centre

Surgery 01775 715 999
Test Results 01775 715 995
Dispensary 01775 715 996

AUTUMN 2015 NEWSLETTER

Welcome to the Autumn edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. Don't forget, previous newsletters can be downloaded from the Practice website under the 'News' tab.

*** CQC Quality Report ***

The long awaited CQC report has now been published and we are delighted to have achieved an.....

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?	GOOD

CQC Report Summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Munro Medical Centre on 5 February 2015. Overall the practice is rated as good.

Specifically, we found the practice to be good for providing well-led, effective, caring and responsive services. It was also good for providing services for older people, people with long-term conditions, families, children and young people, working age people (including those recently retired and students), people whose circumstances may make them vulnerable and people experiencing poor mental health (including people with dementia).

Our key findings across all the areas we inspected were as follows:

- ◆ Staff understood and fulfilled their responsibilities to raise concerns, and to report incidents and near misses. Information about safety was recorded, monitored, appropriately reviewed and addressed.
- ◆ Risks to patients were assessed and well managed.
- ◆ Patients' needs were assessed and care was planned and delivered following best practice guidance. Staff had received training appropriate to their roles and any further training needs had been identified and planned.
- ◆ Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.
- ◆ Information about services and how to complain was available and easy to understand.
- ◆ Patients said they found it easy to make an appointment with a named GP and that there was continuity of care, with urgent appointments available the same day.
- ◆ The practice had good facilities and was well equipped to treat patients and meet their needs.
- ◆ There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

The full report can be downloaded from the CQC website —

<http://www.cqc.org.uk/location/1-544476390>



Missed Appointments

Our objective is to provide the best service we can for our patients but we need patients' co-operation to do this. Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify reception in good time to allow your appointment to be given to another patient.

In the period Aug to Oct 2015 -

898 appointments were missed,

Costing over 203 hours of medical staff time.

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile number then you will get a text reminder the day before your appointment.

Next time you hear someone complain that they can't get a quick appointment, let them know about these shocking statistics.

Remember, it might be YOU that needs an urgent appointment.

GP News

Dr Maulvi will be leaving us at the end of November.

Two new GPs will be joining us soon:

- * Dr Lana Wood (locum) on 1st December.

- * Dr Kiran Panesar early December. Dr Panesar is an F2 Doctor. F2 doctors are fully qualified, GMC registered and will have at least 1 years experience in hospital medicine following qualification before they enter general practice. The F2 is under the supervision of one of the permanent GPs in the Practice, as their clinical supervisor.

Flu Clinics

2364 jabs were administered over the two Saturday clinics.

£1136.57 was raised from donations and the raffle for the Practice equipment fund.

The Practice and Patient Group would like to thank all the staff and local companies who donated raffle prizes and to all the staff and volunteers who helped with the drinks and raffle during the clinics.

Same Day Appointments Triage System

If you require a same day appointment you will usually be added to a telephone triage list. If you can give as much information as possible to the person taking your call, we can ensure your call is routed to the most appropriate person to call you back.

Call backs are usually made within an hour but can be longer at peak times such as Monday mornings or if staff are required for an emergency.

A trained nurse will call you back to discuss the problem you are presenting with. The outcome of this may not require an immediate appointment or possibly no appointment at all.

Full details of the Triage service can be found on the Practice website under Patient Information > Appointments.

Practice Website

WWW.MUNROMEDICALCENTRE.CO.UK

In addition to all the information you'll need about the Practice and its services including the new 'self help' section, you can register to be able to book appointments with your usual GP and request repeat prescriptions.

To register just bring one of the following into the surgery:

1 x Photo ID, e.g. passport or driving licence

Or

1 x Document with your full name and postal address, e.g. utility bill

Future newsletters and contacting the Patient Reference Group (PRG)

Anything else you would like to see in this newsletter or you wish to raise with the PRG?

Send your ideas to:

prg_comments@munromedicalcentre.co.uk

or write to the PRG at the Practice address

Please note that the PRG is unable to respond to complaints. Please contact the reception desk and ask for a copy of the complaints procedure or ask to speak to the Practice Manager. The PRG cannot deal with patient specific issues and do not have access to medical records.