

NEWSLETTER



Beeches Green Health Centre

NHS England's Estates and Technology Transformation Fund (ETTF) is a multi-million pound investment in general practice facilities and technology across England.

The ETTF is part of the General Practice Forward View commitment for more modernised buildings and better use of technology to help improve general practice services for patients.

The Clinical Commissioning Group has identified Beeches Green Health Centre as a key priority for redevelopment.

The partners have been involved in discussions regarding either a redevelopment of the building or a potential new build. We are in the very early stages of this project and there is much more than needs to be discussed. It is important our patients are aware and have the opportunity to be involved in any future developments. We will therefore keep patients informed as information is available to us. Watch this space

Care Quality Commission

The practice had its first Care Quality Commission (CQC) inspection on 24th November 2016. Disappointingly we have been rated as 'requires improvement'. The practice submitted an action plan to the CQC which detailed how we would address areas

requiring improvement. The practice team have worked hard to ensure the areas highlighted by the CQC do not have an adverse effect on the standard of care we deliver to our patients. The report is available to view on the CQC website and we have the ratings displayed in the practice waiting area.

If patients have concerns regarding the CQC ratings that the practice has received, please speak with me. I will be happy to discuss this with you – Sarah, Practice Manager

Did Not Attend (DNAs)

It is important that patients inform the practice if they are unable to attend their appointment. The DNA figures for the firstquarter of 2017 are:

- January 2017 - 124
- February 2017 - 138
- March 2017 - 156

This is a grand total of 418 missed appointments. If 50% of those patients would have informed the practice that they could not attend, there would have been over 200 appointments free to for patients to book.

As always, **a big 'thank you'** to those patients that do let us know.

Staff changes

In March we welcomed a new member of staff to Beeches Green. Mrs Claire Dixon Advanced Nurse Practitioner. Claire has a wealth of general practice experience. In 2012 Claire was awarded the Queen’s Nursing Award. A Queens Nurse is someone who is committed to high standards of practice and patient-centred care.

Claire, as Advanced Nurse Practitioner, will work alongside the GPs, providing appointments for patients presenting with urgent problems who require same day appointments. Claire is able to assess diagnose and treat acute minor illnesses. Clinics are also provided for those patients with long term conditions and those requiring contraception services. Claire is a qualified coil and implant fitter.

Staff Training Dates

The surgery will be closed for staff training between 1-3pm on the following dates:

25 th April 2017
24 th May 2017
29 th June 2017

Carers

If you are a Carer who helps and supports someone who cannot manage on their own, the practice would like to ensure you are receiving all the support you need. We have been working closely with Carer’s Gloucestershire, a countywide organisation providing relevant information and advice, local support services and telephone help for carers. With your permission, we can refer you

to Carers Gloucestershire to discuss your role as a Carer and what help you may need.

Any patients that are identified as being a carer will be invited to attend for a Carers Health Check. The invite is usually sent to patients during the month of their birthday. Being a carer can have considerable impact on your health and well-being. There are a number of steps that we can take together to help you to better prepare yourself and hopefully avoid the potential stress and anxiety that we know can occur as a result of your caring role.

If you are a carer please let us know - it is important that we offer you as much support as possible.

Final note from the Practice Manager

If you have any suggestions, concerns or questions, please ask to speak with me. If I am available, I am more than happy to go through things with you.

~ Sarah (Bryant)



Date of next newsletter: **July 2017**