

The Croft Medical Centre

Patient Participation Group

February 2018

Bank Holiday closures

During the Easter period the surgery will be closed on the following days:

Friday 30th March (Good Friday)

Monday 3rd April (Easter Monday)

If the practice is closed and you have an urgent medical condition that cannot wait until the practice opens please telephone the Urgent Care Services on 111.

New Telephone System

The Croft are aware of a small problem whereby patients get to position one and then get cut off. If this has happened to you we would like to hear from you. Please let us know by giving us your name, telephone number and the time of your call. An engineer will then be notified so they can look into why this is happening to some callers.

Leavers and new starters

In January we said goodbye to Lily Atterbury. Lily started at Croft as an apprentice and became an integral part of the team as a medical assistant. We wish her good luck in her new married life and her new adventures in Cyprus. We welcome Lilian Lacaben who will be joining the team in March. We also welcome Catriona Tanser who will be taking on the role of reception duties for the practice.

New Email Address for PPG

ppgcroft@gmail.com

Please check your records and update

Congratulations - Practice Nurse wins award



Congratulations to our Nurse Clinical Manager Reena Patel who won the prestigious National Award of Practice Nurse of the Year 2017. We are immensely proud of Reena and her achievements in nursing. This award is well deserved and in recognition of the continuous valuable work she is doing at Croft.

Patient Survey 2017

The results of the survey are now on the website for patients to view. The Medical Team at the Croft are currently working on an Action Plan to re-examine the appointment system. This may take some time as it is a complex issue but we hope to be able to report on developments in the next newsletter.

Free sessions at Parklands Leisure Centre

Parklands are running free activity sessions for the over 65's who are concerned about their balance and feel unsteady. The course will help you to address your balance and strength issues enabling patients to stay well in their own homes, avoiding falls and admissions to hospital. For further details please see the poster on the PPG board.

Meet the Staff:



Name: Emily Welsh

Job Title: IT Lead / Medical Secretary

Job Description: Data Management, Administrative duties and co-ordinating the NHS e-Referral System (e-RS). Summarising and Read Coding medical records

Joined Croft: May 2014

Why work at Croft: I started at the Croft as an apprentice when I was 17 and they have helped me to progress to my current role. I feel I have achieved more than I expected when I first started here. The Croft team are like a family and I love working with them.

Interests: In my spare time I enjoy spending time with my family and friends and going to the gym and swimming.

Action Homeless

A huge thank you to all of our patients and staff who have helped by donating clothes, gifts, food and toiletries. During a week the practice has raised £165.52. Over the winter months this will help to support 300 people.

Dementia Awareness

Congratulations to Elaine Wright who is our "Dementia Champion". Her role at Croft is to ensure she works with the practice team to help them

develop a more dementia friendly relationship with patients when they are dealing with patients with dementia. She will be training staff on how they can support patients with dementia. The practice is focusing on ways they can supporting dementia including helping to support Care Homes to identify those patients earlier so that the appropriate support can be given to those patients.

3 Before GP

We constantly hear complaints about problems patients have trying to make an appointment to see a doctor. Our demands, as patients, are outstripping availability. As a result, the Royal College of GPs has formulated 3 questions that we, as patients, should ask ourselves before booking an appointment with a GP.

This new **three-step mantra** is based on three questions:

Can I.....

1. **Self-care?**
2. **Use 'NHS Choices' or similar reputable websites/resources?**
3. **Seek advice or treatment via a pharmacist?**

Below are two examples of **unrealistic** expectations versus **realistic** expectations:

Unrealistic	Realistic
"I can get a GP appointment at short notice, at any time, for any reason."	Emergency appointments are available for severe, serious and sudden onset conditions.
"I have run out of my repeat medication. The surgery will be able to get my prescription today."	At least 48hrs (2 working days) needs to be allowed between ordering your medication and expecting the prescription.

To find out more information there is a list of "other patients' unrealistic expectations versus realistic statements" on the PPG board to the left hand side of the entrance of the surgery (as you exit). Please take time to look at them when you next visit the Croft.