# Suttons Medical Group

# Long Sutton & Sutton Bridge

The CQC carried out inspections at both our Long Sutton and Sutton Bridge practices on Monday 1st December 2014. A team of five inspectors carried out extensive checks covering all aspects of the practice’s activities from clinical practices to administration. The practice received a CQC rating as follows:



Suttons Medical Group

**CQC overall rating**

**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**

**Published by CQC on 10th April 2015**

It was particularly pleasing for the practice to receive this overall rating, especially as local media had earlier in the year reported that the practice was considered to be ‘*in the highest risk category’.* The practice has since received a letter from the CQC apologising for the publication of inaccurate data which in turn had led to inaccurate reports in the local media. However the practice feels that the reports which were published in the media somewhat tarnished the practice’s reputation in the local community and we hope that our recent inspection rating and apology from the CQC will help to restore patient’s confidence in the services we provide at the practice. ***For full details of the CQC’s report for our practice please visit our practice website at*** [***www.suttonsmedicalgroup.co.uk***](http://www.suttonsmedicalgroup.co.uk) ***and click on the link to the CQC website, or visit the CQC website at*** [***www.cqc.org.uk***](http://www.cqc.org.uk)

**Can’t get an appointment?**



Wonder why you might struggle to get an appointment? See overleaf our section regarding Wasted Appointments!!

Welcome to our Spring 2015 edition of the Suttons Medical Group Newsletter, a practice information sheet designed to keep you up to date with what is happening at the Long Sutton and Sutton Bridge surgeries.

# Computer System Upgrade

The practice has had a very busy period over the past six months due to a major upgrade to our clinical computer system. As with any major system change there has been a certain amount of disruption caused to our staff and our patients, mainly with regard to the new dispensing module which has led to some delays to the supply of patient’s medications. We would like to apologise to our patients for any inconvenience caused due to the system changes and to thank you for bearing with us.

# Neighbourhood Teams



The practice was recently chosen as a pilot practice within Lincolnshire to trial local neighbourhood team working in order to further enhance the service and care which is provided to patients in the local area. This has involved monthly multi-disciplinary team meetings which focus on patients who are in need of additional help and care. The practice has been able to provide patients with help and advice so that they are able to access wider available services, for example support with other problems other than health problems, additional equipment to ensure their safety at home and links to a host of advice and services which are available to them which they may not otherwise be aware of. The aim is for the integration of local services to work together as part of a team to identify those patients who need additional help and advice regarding their health, their worries/concerns and their safety, and also to give them appropriate help and advice and treatment in order to help them to stay safe and well at home without the need to be hospitalised where possible. The pilot carried out by the practice has been shown to work extremely well and the scheme is now being rolled out to all GP practices within Lincolnshire. We are very proud to have worked as a pilot practice for this new service provided to patients.

# Memory Clinics

The practice has purchased additional equipment and software and provided an additional staff member to be able to carry out memory clinics for our patients at the practice. This involves the patient taking a short memory test, the result of which would indicate whether or not a patient may be developing Dementia and might perhaps need further investigation. If you (or a member of your family) feel that you have particular problems with your memory then please contact our reception staff who will be happy to book you into one of our specialist memory clinics.

# Welcome

# Care Quality Commission (CQC) Inspection

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## Patient Participation Group



## We are currently looking for additional members to join our Patient Participation Group.

## Ideally the group’s members should consist of a variety of individuals who represent a range of different patient types, for example: Male/Female, Young/Elderly, Mums/Dads, Able bodied/Disabled, British or alternative nationalities.

## A varied group of members allows us to get the views of a wide range of our patient population with regard to the services we provide at the practice. If you would be interested in joining our practice participation group then please drop a line to the Practice Manager who will ensure that your application is put forward for consideration.

## Congratulations!!!



We would like to send huge congratulations to Claire Walpole (Community Nursing Team member) who has been awarded the title of ‘Queens Nurse’ by the Queens Nursing Institute. The title indicates a commitment to high standards of learning, leadership and patient care. Claire was nomiated for the title by one of her patients because she was really pleased with the standard of care given to her by Claire. Claire said ‘*my hope is to continue to develop the profile of my fantastic team who work incredibly hard. Also my children told me how proud they are of me, which means so much to me*’. Claire will be attending an official ceremony to receive her Queens Nurse title which will be held in London on 11th May.

*Very well done Claire, we at the practice always knew what a fantastic job you do for our patients. We are absolutely delighted that you have been awarded the Queens Nurse title in recognition of the dedicated nursing care you give to patients in the community.*

*Spring 2015*

## Online Services Reminder

A number of our appointments are available online for booking and a large number of our patients are now using the online system for the booking of appointments. If you have not tried our online booking system and would like to give it a go please ask for further details at either of our reception desks.

A great number of our patients are also ordering their repeat prescriptions by using the on line ordering system. If you would like to try out our repeat prescription on line ordering service then please ask for further details at either of our reception desks.

## Reminder to Patients

Please let us know if you change any of your personal details, address or telephone numbers etc. We will need to be made aware of any changes so that we are able to update your medical records, and so that we are able to contact/visit you if necessary. Please be assured that we will keep your details confidential at all times.

## What a Waste!!

As we all become more aware of ‘green issues’ such as global warming, waste production/recycling, we want to remind our patients about waste. Two important areas of waste which concern our practice are:

## Appointment Waste

During the month of March a total of 427 appointments (71 hours) of valuable clinical appointment time was wasted because patients did not attend their booked appointments. Whilst in some cases we appreciate that there are genuine reasons for non-attendance, we would like to remind patients to let us know as soon as possible if they are unable to attend so that valuable appointment time is not wasted and can be used by other patients. Continual booking of appointments and non-attendance can lead to the practice exercising their right to remove patients from the practice list.

## Medicine Waste

If you have stocks of medication at home that are still within date, please don’t automatically ask for a repeat prescription every month.

## SMS Text Messaging Service for Appointment Reminders

We are hoping at some point in the future to be able to set up a system whereby we are able to contact our patients via SMS messaging services to remind them of booked appointments. It is hoped that this will help to cut down the huge number of appointments which are wasted each year. In order to be able to do this we need to gather and record patient’s mobile telephone numbers and input them onto their medical records. If you would like to be able to receive this service in the future please advise us of your current mobile contact number. This will be an opt in or opt out service so if we already have your mobile details and you do not wish to opt into the scheme then we will not message you without your consent. You will therefore need to let us know if you would like to opt into the scheme. ***Please also remember to keep us updated of any changes you make to your mobile telephone contact details in future. It is your responsibility to update us of any changes and we will not be accountable for any continuation of the messaging service to the numbers held on our records.***

# Friends & Family Test



The practice is taking part in a ‘Friends & Family’ national survey to establish whether or not patients would recommend the practice’s services to their friends and family. We would really appreciate your feedback with regard to the services we provide at the practice. To take part in the survey please ask for a questionnaire at either of our reception desks, or alternatively visit our website at [www.suttonsmedicalgroup.co.uk](http://www.suttonsmedicalgroup.co.uk) and click onto the Friends and Family tab to complete the online questionnaire.

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