



**SHEPHERDS SPRING MEDICAL CENTRE
PATIENT REFERENCE GROUP
NEWSLETTER FEBRUARY 2015**

Dear Fellow Patients

We hope you found our newsletters from last year interesting and informative. Here is our first newsletter for 2015.

Care Quality Commission Inspection

Despite having undergone a Care Quality Commission (CQC) inspection in December 2013, due to changes in inspection procedures we underwent another inspection on Thursday 6th November 2014. There were 3 inspectors on site all day and they checked the 16 standards for primary care and spoke to patients as well as the clinical team, staff and Patient Participation Group Members.

At the end of the day the Inspectors gave a verbal report stating that all standards had been met and that the practice had passed the Inspection with a rating of good. We are still waiting for the official report which, when approved at National Level will be uploaded on to the Care Quality Commission website. Our next inspection will be in 2-3 years' time.

Change of Clinical system software

Many of you are aware that we changed our clinical system last November and whilst we are still experiencing some teething problems the new system is considerably better than the last one. We request that patients who use the automated booking in system make sure they complete the task correctly otherwise they will not be logged as arrived.

Friends and Family Test

From 1st December 2014 all Practices have to offer patients the chance to complete a Friends and Family Test. This involves answering one question:

"How likely would you be to recommend this surgery to your family and friends?"

The choice of answers are:

- A. Very likely B. Likely C. Neither likely or Unlikely D. Unlikely
E. Very Unlikely

Patients can complete this exercise as many times as they like, when they see a doctor or nurse, collect prescriptions or call at reception.

There is a second free text box with the question "Is there anything that would make you more likely to recommend us to your family or friends".

Each month the data is collated and uploaded to NHS England so they can check on each practices performance.

If you would like to complete one of these questionnaires please ask at reception.

Results of December and January Friends and Family Test:

December:	Extremely likely	= 42	78%
	Likely	= 10	18%
	Neither likely or unlikely	= 2	4%
	Unlikely	= 0	
	Extremely Unlikely	= 0	

January:	Extremely likely	= 23	77%
	Likely	= 6	20%
	Neither likely or unlikely	= 1	3%
	Unlikely	= 0	
	Extremely Unlikely	= 0	

DNA – Did not attend

We still have an increasing number of patients who fail to attend their appointment or fail to cancel their appointment so it can be offered to someone else in need. Results of a recent audit show the following:

Between 01/01/2012 – 31/12/2012	1693 patients failed to attend
Between 01/01/2013 – 31/12/2013	2010 patients failed to attend
Between 01/01/2014 – 10/11/2014	2014 patients failed to attend

We would be grateful if patients could remember to cancel any appointment they are unable to keep as soon as possible.

Under NHS rules the practice can remove patients from the practice list if they regularly DNA.

Please note our Email address for repeat prescriptions is:

WHCCG.ShepherdsSpring-Scripts@nhs.net

We would welcome more members for the group to become more representative and more involved for the benefit of all our patients. If you can spare no more than 2 hours of an evening roughly every 2 months, please get in touch with us through our Secretary, Karen Carn, at the Surgery (01264 310777).