



## Staff

### Practice Nurse Jo Shepherd

Some of you will already be aware that JoJo suffers from a life threatening medical condition. Recently she was taken very seriously ill and we are not expecting her to return to work until the end of July 2014.

In the meantime, we have made efforts to increase nursing resources but would like to apologise for any trouble you have experienced in seeing a nurse in the last few weeks

### New Team Members

Over the year, we have recruited a number of new team members to replace staff who have left us. We'd like to welcome:

Jackie Wiltshire – Receptionist/Administrator  
Jayne Carpenter – Receptionist/Administrator  
Jay Mills – Receptionist/Administrator  
Katie Drain – Receptionist/Administrator  
Pauline Gordon – Finance Administrator

Lynn Harding has been promoted to Reception Team Leader this year and Karla James has been promoted to Assistant Practice Manager

## Patient Newsletter - March 2014

### Accessing appointments

We offer a range of appointments within each clinic to try to meet the demands for appointments from our patients:

- **Routine appointments** (bookable up to 3 months in advance)
- **1 week appointments** (which are released the week before)
- **48 hour appointments** (released 2 working days before the date of the appointment)
- **Urgent same day appointments** (either with the duty doctor or your registered GP, or in the triage clinic led by the nursing team)
- **Strictly pm appointments** (released at midday and designed for patients who find out during the day that they need to see a GP/triage nurse urgently)
- **Telephone triage 08:30 – 08:55** (for discussing urgent issues with the duty doctor or your registered GP)
- **Telephone appointments** (pre-booked with a GP to discuss routine or urgent matters – usually done between morning and afternoon clinics but very occasionally may be done in the evening due to an emergency)
- **Extras** (GP's add extra patients to their daily clinic if they feel the clinical need requires)

**Patients failing to come to appointments seriously impact availability for others.**

## Breast self-examination

Check yourself every month (men and women) – get to know your breasts (how they normally look and feel so you can detect any recent changes):

- **Nipple direction:** any change in direction (turning inwards or at unusual angle)
- **Nipple secretions:** bleeding or weeping
- **Changes in the dark skins surrounding nipple (areola):** puckering or swelling
- **Lumps:** new lumps or old ones which increase in size should be checked
- **Thickening tissue:** sudden change in size or shape of tissue in upper and underneath areas of heavy breasts
- **Bulges or dimples:** any bulge or dimple on the surface of the breast
- **“Orange Peel” skin:** enlarged pores anywhere on the breast can indicate a tumour is blocking channels which carry lymph fluid
- **Swelling:** swelling of upper arm, or armpit, or just above the breast

**Any changes – get yourself checked by the Doctor.**

## Wasted Appointments

Between 1<sup>st</sup> January and 31<sup>st</sup> March 2014

**237**

Patients **did not attend** their booked appointments **or cancel them** in advance.

Some of these appointments were **20-30 minutes long**.

This seriously affects the availability of appointments we are able to offer you and other patients.

Please let us know in advance if you are not able to keep your appointment so that it may be used by others

## **Care Quality Commission**

We are registered with the Care Quality Commission (CQC) to provide a number of registered services. As part of the work for the CQC we have been improving the décor, furniture and fittings at the Surgery. We have also reviewed our policies and procedures and putting these on our intranet for ease of reference by staff.

These policies will be broken down into 5 different categories:

- Involvement and information
- Personalised care, treatment and support
- Safeguarding and safety
- Suitability of staffing
- Quality management

We will have an inspection by CQC at some point. As part of this inspection, they will be talking to patients. If you are at the Surgery and someone presents themselves saying they are an inspector from CQC, please remember to ask them for identification before you talk to them.

## **EMIS Web**

At the end of June 2013 we changed our clinical system to EMIS Web.

## **EMIS Online**

Using Patient.co.uk, you can request your prescription electronically or book appointments online. To register for this service, you can either download the form from our website and present it to our reception team with some form of photo identification or collect a form from the reception team when you are passing.

### **Voluntary Car Drivers needed**

Do you have 2-3 hours to spare occasionally to drive people to hospital or their GP (you do not have to commit to regular times)?

Liphook Voluntary Care Group needs you!

Please call 01428 723972 for more information

## **Patient Participation Group 2014**

Liphook Village Surgery is pleased to confirm its Patient Participation Group (PPG) and Virtual PPG subgroup are still active in helping the Surgery develop its services to meet the needs and wishes of its patients. The Virtual PPG is kept informed of discussions and developments via email, whilst the PPG attend regular meetings at the surgery. These meetings have been held approximately every 6 weeks since the PPG's inception in early 2008. The PPG has been very successful in fundraising and since its inception helped to purchase equipment for the surgery as well as funding the carers group. It has continued to grow during this time, working really closely with the Surgery and its work, particularly with the carers group, is highly valued by the Partners.

### **Action plan for 2014**

#### **1. Raising dementia awareness**

The Chair will take the lead in planning how the PPG can promote dementia awareness in the 12 months ahead.

#### **2. Issuing regular PPG newsletters**

The Vice Chair will take the lead for the production and editing of the PPG newsletter supported by the Secretary to the PPG. The content and style was discussed by the PPG on 06 March 2014 and it was agreed that the double sided newsletter would be produced quarterly. The first edition of this newsletter will be produced in June 2014.

#### **3. Organising a first aid course for patients**

Jane May will lead the organisation of a first aid course for patients of Liphook Village Surgery. The target date for completion of this is December 2014.

## **Join our Patient Participation Group**

We are always looking for patients to join our PPG. Some frequently asked questions are:

### **What is the purpose of my joining this group?**

We want to ensure that the people who use our services are able to have their say. Your opinion matters to us, the people who use the services are the best people to tell us what works & what improvements we could make.

### **How & when are you likely to contact me?**

We can communicate with you in different ways to suit you - email, telephone or post. We will only contact people occasionally & the feedback we ask you will only take up a few moments of your time.

### **Will the questions be medical or personal?**

We will only ask questions relating to the practice & the services we provide.

### **Who else will be able to access my contact details?**

As always, all information you provide to us will be kept safe & secure, they will only be used for the purpose you have provided them for & they will not be shared with anyone else.

### **What if I decide I no longer wish to be involved?**

If at any time you change your mind & no longer wish to be involved, let us know in writing & we will removed your contact details from our list.

**If you are interested in joining our Patient Participation Group, email [janemay@nhs.net](mailto:janemay@nhs.net) , pick up a leaflet from reception or telephone Jane May, Practice Manager, on 01428 728270.**