

Cadbury Heath Health Centre   
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**Cadbury Heath Healthcare Autumn Newsletter 2019**

**Cadbury Heath Health Care awarded outstanding rating by the Care Quality Commission**

Following an inspection by the Care Quality Commission (CQC) in July 2019 of Cadbury Heath Health Care the Practice was awarded an ‘Outstanding’ rating in four of the five domains inspected and a ‘Good’ rating in the fifth domain.

The highly dedicated, caring and professional staff at the Practice are motivated to deliver excellent care to their patients and take a huge pride in their work. It is therefore extremely pleasing for their hard work and commitment to be recognised in this way.

The Partners of Cadbury Heath Health Care are very proud that the great work of their teams and the high quality of the partnerships which underpin the Practice, have been recognised for the contribution that they make to patient care.

The Partners would like to thank all of their employees for the excellent service and care provided to the local community of Cadbury Heath. The Partners are also very grateful for the support of the patient community at Cadbury Heath, including in particular the Patient Participation Group, who do so much to represent the interests and needs of patients with the Practice leadership team.

The Partners would also like to thank all of the stakeholders to the Practice, for their support and cooperation, as delivery of high quality of patient care is a team effort and the CQC award would not have been possible were it not for the contribution of our partners in the local community.

The Practice received the following ratings across the five domains inspected:

**Well Led – Outstanding**

**Responsive – Outstanding**

**Effective – Outstanding**

**Caring – Outstanding**

**Safe - Good**

Cadbury Heath Health Care Partners:

Dr Aisha Davies (Registered Manager CQC)

Dr Vicki Gallagher

Dr Bryn Bird

Mrs Katherine Horne

**Flu Vaccination Campaign 2019**

We are now at the beginning of our 2019/20 Free NHS Flu Vaccination campaign. Letters and texts have started to be sent to eligible patients, if you believe you are eligible please see our reception team to check and book yourself an appointment.

**RSVP Scheme**

from 1st October 2019 we will have the RSVP scheme up and running.

We are working with the RSVP (Retired and Seniors Volunteer Programme) to operate a volunteer driver scheme

whereby surgery volunteers ( who are also registered patients of this surgery) collect patients who would otherwise have difficulty getting

to the surgery and bring them to **routine pre-booked** appointments, wait for them and take them home.  We are hoping that by offering this scheme, we can help to improve our patient's health and wellbeing.

As above, this scheme is only for routine pre-booked appointments here at the surgery and not for hospital appointments and urgent appointments.

The aim of the scheme is for patients who struggle to get to the surgery, who otherwise would have to rely on family or friends who may not live close by or bus or taxi.

Could I please ask the GP's to give some thought to any patients who might benefit from this scheme and let me know, as a signed consent letter will need to be signed by the patient to enable us to pass their details onto our driver volunteer co-ordinator. Likewise if Reception staff come across any patients who would also benefit then please let me know.

**Patient Collaboration Portal**

The area of our website that allows patients to communicate specific medical and administrative updates with us is back. Amongst other things, it allows people to complete asthma questionnaires online, order sick / fit note **extensions**, and supply their home blood pressure readings.

Please visit [www.cadburyheathhealthcare.co.uk/pcp](http://www.cadburyheathhealthcare.co.uk/pcp) for more information.

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Don’t forget to visit our practice website:

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**Patient Participation Group (PPG)**

A quick reminder of our Patient Participation group that enables us to keep patients up to date with practice developments and relay concerns to the GPs and management team behind the practice.

It is a great opportunity for patients to get involved with changes within the practice and we are always ready to welcome new members. We meet as a committee every two months, attended by the Practice Manager and a GP partner and we discuss all aspects of the practice in order to help ensure the best service for our patients. If you would like to join the group or raise any issue with the PPG then please contact Rosemary Dibble, the chair of the group, using rosemay.dibble@btinternet.com.

**General Data Protection Regulation (GDPR) – Patient Consent**

Currently we contact patients via text messages to provide appointment reminders and update patients on upcoming medical campaigns (e.g. the seasonal influenza vaccine season). If you are a patient already receiving text messages from us, you should have already been asked by text to provide explicit consent to continue this service. If you receive such a consent request, please follow the instructions to either continue or halt your text reminders. Due to the legal changes required under GDPR, unless we have your consent, we will no longer be able to send you texts after May 25th.

If you don’t currently receive texts at all and would like to, or, if you did not so far receive a consent text, please advise a member of the reception team and we can update your details.

Text messages will include:

* Automated appointment reminders.
* “We have tried to contact you – please call us back” notifications.
* Invites to annual reviews.
* Asthma questionnaires.
* Flu season invites.
* Blood test results (this is an effort that is gradually being scaled up.)

However, please note that for patients who have signed their mobile number up to multiple persons, for example, if a mother and a teenage child have the same registered mobile number, we will not be able to continue the above service after May 25th under the new regulation! If you believe you may be in this situation, please inform a member of the reception team who will pass your details to our Business Support Manager you will then be contacted about what we can do to re-enable your text messages from the surgery.

**Online Access**

We offer a service for patients that enables them to order repeat prescriptions and book appointments online. In order to access this service please ask our reception team for an online access form and please note we ask for two forms of identification for this service, one with proof of address and one with a photo.



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**Parkrun Practice**

Don’t forget to join us the first Saturday of each month at Pomphrey Hill at 9am for the Parkrun. It is a free family friendly event for all abilities. You can walk or jog around the 5k course, volunteer as a marshal or just simply stand and cheer from the side-lines.

**Primary Care Network**

Primary Care Networks have the potential to benefit patients by offering improved access and extending the range of services available to them. This helps to integrate primary care with the wider health community services. Primary care networks form a key building block of the NHS long term plan. Bringing general practices together in geographical networks.

We have formed a Primary Care Network with Kingswood, Hanham Health and Close Farm.

**Telephone Data Update**Our phones are busiest on Mondays; the volume of calls made to the surgery is typically 50% higher than any other day, with the morning being the busiest time. In order to spread workload and provide a smoother and more accessible experience for all patients, we would therefore ask patients to avoid contacting the surgery on Monday morning unless absolutely necessary.

**Tuesday Evening Clinics**Cadbury Heath Healthcare has partnered with **OneCare Consortium** and other local practices to provide more late evening appointments. These extra appointments and telephone consultations are on Tuesdays from 6:30 pm to 8:00 pm, and can be booked subject to availability, with our reception team on the usual number, **0117 980 5700**. If you wish to cancel or query one of these appointments after normal surgery hours and during the extended clinic, please instead call **07708 479057**.

**Prescribing guidelines**

For safety reasons we are unable to take prescription requests over the telephone. It is practice policy to issue prescriptions within 48 working hours of receiving the original request, as shown in the timetable below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Prescription request received (AM)** | **Prescription ready for collection** | **Prescription request received (PM)** | **Prescription ready for collection** |
| Monday before 2pm | Wednesday after 2pm | Monday after 2pm | Thursday after 2pm |
| Tuesday before 2pm | Thursday after 2pm | Tuesday after 2pm | Friday after 2pm |
| Wednesday before 2pm | Friday after 2pm | Wednesday after 2pm | Monday after 2pm |
| Thursday before 2pm | Monday after 2pm | Thursday after 2pm | Tuesday after 2pm |
| Friday before 2pm | Tuesday after 2pm | Friday after 2pm | Wednesday after 2pm |

Patients requesting prescriptions with less than 48 working hours’ notice will impact upon the service we are able to deliver to other patients.



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