

Alconbury & Brampton Surgeries News

Patient Feedback

Friends and Family test: We continue with our participation in this national initiative intended to encourage patients to feedback about our services. We have postcards available for feed-back in reception or responses can be provided on line via our website.

NHS Choices: Patient comments are also welcomed on the NHS choices website which details all NHS services available to local Patients.

CQC: The CQC also want to hear from as many people as possible about their experiences of care at their local GP Practice, both positive and negative. You can share your experiences directly with the CQC in the following ways: Online at www.cqc.org.uk by clicking on the "Share your experience" link, Phone the CQC on 0300 61616, Email the CQC at tellus@cqc.org.uk.

Use of Accident & Emergency

We are currently trying to reduce the number of patients attending A&E if there is a possibility that an alternative, more appropriate and cost effective service may be able to provide medical treatment and advice. If A&E could be reserved for genuine accidents & medical emergencies this would enable seriously ill people to receive the treatment they need faster and save money in the NHS which can be used to fund other patient services.

To access local Out of Hours non-emergency services patients should call the surgery phone number or 111 where their need will be triaged to the appropriate service. Urgent Care Cambridgeshire operates our local GP service from Hinchingsbrooke Hospital between 18.00 and 08.00 on week days and throughout the weekend. UCC can arrange for a medical professional to speak to you by phone and advise on the best treatment for your needs. The waiting times are generally shorter than the Emergency Department at Hinchingsbrooke and this service is run by GPs from local practices and feeds back to us the next working day so that we can provide continuity of care.

We would also like to highlight the additional services currently provided by us at your GP Surgery during our usual opening hours. If you have an urgent problem which is not a life threatening emergency then you can contact our reception staff who will arrange either a suitable appointment or a telephone call. We offer a minor injury service with most GPs at the Practice and if the problem does require specialist investigations or treatment such as x-rays we can then help you arrange this.

Lastly it is often possible for you to look after yourself when you are unwell. Pharmacists are also available for advice about self-care, and www.patient.co.uk is a helpful source of information.

Next of Kin Data collection

Having moved to our new system late last year we are currently trying to collate additional information for our patients around next of kin and consent. If you would like to make sure the information we have on file about you is accurate and up to date then please ask at reception for a slip to complete and return.

Summary Care Record

We have now uploaded information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had to the Summary Care Record. This electronic record is intended to make it easier for healthcare staff to treat you in an emergency, when your GP practice is closed or if elsewhere in England. If you wish to opt out of this data being shared then please complete an opt out form available from <http://www.nhscarerecords.nhs.uk/> or request one from reception.

Afternoon Closures

Lunchtime Closures between 12.30 - 3pm for staff training are on the following dates:

Weds 3rd June, Weds 1st & 15th July, Tues 21st July, Thurs 3rd & 17th September, Thurs 1st, 15th & 29th October, 12th & 26th November and 10th & 17th of December 2015.

Afternoon Closures with cover provided by UCC at Hinchingsbrooke Hospital are on:

Wednesday 17th June and Thursday 22nd October 2015.

Please accept our apologies for any inconvenience caused.

Team Changes : We would like to take this opportunity to congratulate Donna Brinson on the recent birth of her baby boy, Donna will be back with us in the dispensary in due course. We also welcome Jo-Anne Johnson to the admin team at Alconbury. We currently have Drs Toonah, Hayati, Ootobo and Lee with us as GP trainees until the end of July. We continue as trainers of Cambridge University Medical Students. All trainees are supported by our GP team to ensure you continue to receive a positive experience at the Surgery.

Melanie Fowler
Practice Manager