

# Tile House Surgery

## Patient Group

### Newsletter 8 (April 2016)



#### THE PATIENT REFERENCE GROUP

The aims of our Group are:

- To promote co-operation between the Practice and Patients to the benefit of both.
- To work as liaison between Patients and Practice staff.
- To work to improve communication between the Practice and Patients
- To help the Practice prioritise Patient identified issues.

#### • Current members

Linda Upson—Practice Manager

John Lutchmiah—Chairperson

Members -Sally Turner, Duncan Hamilton, Brenda Rogers, Bill Beekoo, Diane Daniel-Dawson, John Barrett, Judith McCaul, Anne-Marie Ede

The Group holds meetings approx. every 3 months our next meetings are the 05/05/16 AGM and 21/07/16—if you would like to attend please contact the Practice Manager.

#### Automated Arrival System

We have published this before but some patients are still having difficulty in using it, so we decided to republish this.

It is simple to use :-

1. Tap the letter of the initial of your surname.
2. Tap the month in which you were born.
3. Tap the date of the month in which you were born.

If in doubt how to use, ask a receptionist who will be happy to help.



#### CHAIR CORNER

Dear Fellow Patients,

I thought you may be interested in some facts about Brentwood and the health of our local population which was recently published by Public Health.

#### **Life Expectancy**

In Brentwood the average Life Expectancy of males is 82 years and females 84 years.

#### **Child Excess Weight**

1 in 5 children in Reception year at school is overweight or obese.

Nearly 1 in 3 children in Year 6 is overweight or obese.

#### **Adult Obesity**

Obese in Brentwood 67.0%

Obese in Basildon 71.7%

Obese in Chelmsford 62.4%

#### **Adult Physical Activity**

Active in Brentwood 62.1%

Active in Basildon 55.4%

Active National Average 57%

#### **Adult smoking**

There are around 7400 smokers in the district.

5 tonnes of cigarette waste annually in Brentwood more than 1 tonne as street litter

#### **Alcohol Related Hospital Admissions**

England average 1283 p.a.

Brentwood 869 p.a.

John,

Chairperson of the Tile House Patient Reference Group

#### A day in the life of a Tile House GP

We arrive around 8 o'clock in the morning and start looking at the results of our patients' blood tests which have come in overnight via the computer link from Queens and Basildon Hospitals. There are usually between 20 and 40 results to view for each GP and some results will require us to contact our patients to give urgent results. Then we start our morning surgeries and see about 20 patients. These appointments vary between emergency patients needing to be seen that day or routine follow up patients

Continued overleaf.

## CQC (Care Quality Commission) scheduled inspection on the 8th December 2015

Their findings were that the Surgery is overall rated as GOOD. In their report the Inspectors stated that from the Data available to them, feedback on CQC comment cards and information received from the patients they spoke to on the day reflected that patients were satisfied with the services provided. 3 members of the Patient Group attended on the day and spoke to the Inspector about their experience of the surgery and experience of being members of the Patient Group. The Inspectors also said that the practice had a clear vision and had identified the objectives of the practice. This was being discussed with staff and they felt informed. There was visible leadership and staff felt included and valued. There was a no blame culture and an ethos of continuous improvement. Clinical performance was monitored regularly and performance against targets was high and had been consistently maintained over the last two years. The full report is available to read from the Practice website. There were no negative comments made and all staff and doctors were extremely pleased with the outcome of the visit.

### A day in the Life of a Tile House GP

Our appointments are usually 10 minutes long and we try to keep to time if at all possible. Sometimes a patient may need urgent hospital admission so we contact the speciality team at the hospital to arrange this and write a letter.

After surgery we deal with any urgent phone calls and other messages and then read the letters which have arrived that day. There are normally between 30 and 40 letters to view each day for each GP such as outpatient and hospital discharge letters many of which will require actioning by the GP such as changing a medication or arranging further tests.

After morning surgery we then undertake home visits for patients unable to get to the surgery and we will have between 1 and 3 visits each every day which are shared out in a geographic fashion between all the doctors in that day.

When we return to surgery, having grabbed a bite to eat on the move, we then undertake various tasks such as dictating referral letters, signing repeat prescriptions, dealing with medication changes, undertaking medication reviews and looking at more blood tests results.

Afternoon surgeries start between 2.30 and 3.30 and normally we have finished seeing about 15 patients by 6.15. After this we make further phone calls to patients, write further letters and deal with tasks that our receptionists have sent us. This can take 1-2 hours so most of us return home around 8pm.

Dr S C Hildebrand

### NHS Health Checks

NHS Health Checks are available for patients to have at the surgery. If you are between the ages of 40 and 74 and do not have any chronic diseases you are entitled to have an NHS Health Check every 5 years. If you have not had yours yet, please book an appointment with the nurses.

If you are between the ages of 75 and 84 and again do not have any chronic diseases you are entitled to have a Senior Health Check every 2 years, again please book an appointment with our nurses.

At your appointment you will have your BP taken, height and weight, your HDL cholesterol checked and an assessment will be done of your diet,

exercise, alcohol and smoking habits. Each appointment takes 20 minutes.

Please ring the practice to book your Health Check.



**To join the Patient Reference Group please leave your contact details at reception so that either Linda, Practice Manager or John, Chairperson may contact you to have a chat about what is involved.** The group is open to new members, no experience necessary but you must be a patient at the surgery. We are a friendly group who meet about 4 times a year at the Surgery, usually in the afternoon at about 3 or 4 pm and the meeting lasts about an hour and a half.

Due to the high cost of postage if you would like a copy of our Newsletters please either pick up a copy from the Waiting Room or if you would like one emailed to you please complete the form below and return it to the Surgery.

Please email me a copy of the Patient Group Newsletter and any surveys that the Surgery needs completing.

Please email me any patient surveys from the clinical commissioning group/Brentwood wide patient group

Tick box above

Patient Name \_\_\_\_\_

Email Address \_\_\_\_\_ (Please print in capitals and clearly)