

# Great Staughton Surgery

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[www.greatstaughtonsurgery.nhs.uk](http://www.greatstaughtonsurgery.nhs.uk)

## NEWSLETTER: Summer 2023

**Care Quality Commission (CQC):** As you are probably aware, we had a full CQC inspection earlier this year. Unfortunately some aspects of our care were deemed inadequate. All our staff have worked so hard to improve in the areas highlighted by CQC.

Since the inspection we have been able to close our patient list, so currently we are only accepting new born babies of existing patients and immediate family members where all other family are registered with us.

We have also managed to recruit more clinical and administration staff.

Our next inspection will be in September when we are hoping that all the measures that have been put in place will ensure that our CQC rating will be improved.

**Staffing:** At the beginning of July we welcomed Dr Nadezda Horakova to our team. Dr Horakova comes to us from a surgery in Hertford, she has specialist interest in care for the elderly.

We are pleased to welcome Dr Matthew Crowson back to the surgery one day a week. He is undertaking all our long term condition reviews. Alongside working for us he is undertaking a research project regarding cancer.

Rachel and Jenny are our two nurses who have joined us this year. We now have a nurse on site every day.

We have continued to have support from some locum staff.

This additional staff has meant that Dr Shields has been able to revert back to his usual working days instead of working Monday to Friday and every weekend!

Lucy our Health Care Assistant will be leaving us shortly to undertake a job nearer her home.

Helen, our Lead Receptionist, will also be leaving us soon for a similar Receptionist role at Monkfield Medical Practice, Cambourne.

We wish Lucy and Helen every success in their new roles.

**We would like to THANK ALL our staff** - they keep going, despite all the challenges. They continue to work as a team to provide our patients with the care and compassion they have come to expect from Great Staughton Surgery.

**Dispensary:** If you need to speak to our Dispensary team, please only telephone between 11am and 12pm, or between 3pm and 4pm.

**August Bank Holiday** - Remember to leave enough time to order your repeat medication.

**GP Patient Survey:** The GP Patient Survey is an independent survey run on behalf of NHS England. The survey is sent out to over 2 million people across the UK. The results show how people feel about their GP practice. To see the full results for our practice go to <https://gp-patient.co.uk/>

**In every single category we score significantly above both the local and national results! We are rated the top GP practice in our area and nationally we came 25<sup>th</sup> out of over 3,000 practices!**

**Did Not Attend:** In July across the surgery there were 3152 booked appointments - 83 of these appointments did not attend. If you are unable to attend your booked appointment, please contact the surgery to let us know, your appointment can then be given to someone else and avoids wasting time for our clinical staff.

**Reminder – One Appointment, One Problem:** It is tempting to bring a list of unrelated problems to your medical appointment. Please consider what is achievable within your 10 minute appointment and ask for a longer appointment if necessary.

**Flu vaccines** this year are for those aged 65 years and over and those aged 6 months to under 65 in clinical risk groups. Our first flu clinic will be held on **Thursday 12<sup>th</sup> October at the Village Hall** and further clinics and dates will shortly be announced.



**Please DO NOT CALL the surgery at this time, invites will be sent to all eligible patients very soon with instructions on how to book. There will be enough flu clinics for every eligible patient.**

For information on **Covid-19 vaccination** please visit: [COVID-19 advice and services - NHS \(www.nhs.uk\)](http://www.nhs.uk) or call 119. We are unable to provide any further information at practice level. If you have any cough, cold, sore throat, flu symptoms when visiting the surgery, **please wear a mask.**

## How to contact our surgery

You can telephone us or visit in person,

but if your query or appointment is non-urgent, have you tried the following?

- Contact us online** by visiting our website - [www.greatstaughtonsurgery.nhs.uk](http://www.greatstaughtonsurgery.nhs.uk) Click on the link at the top of the page to submit a new request, all requests received before 3pm will be reviewed on the same working day.  
After clicking the link you can choose from:
  - Admin query – use this to request a fit note, ask about recent tests, order a repeat prescription or anything else admin related.
  - Help with a medical issue – click here to request a non-urgent appointment.
  - Online advice – to see advice and guidance on conditions, symptoms and treatments.**NHS App** - You do not need to have the NHS app to use the above services, however if you do have it then you will be able to skip some of the steps. The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet.
- You can register for **SystemOnline**. This service will allow you to book directly into certain available appointment times. To register for this you need to come to the surgery and provide photo ID, you will then be issued with a username and password.

**Surgery Garden:** Some members of our PPG, along with some other patients and staff members plus some children, have spent a couple of weekends tidying up the surgery garden or 'jungle' as it was referred to! They worked so hard on a garden that has had very little care and attention for a few years. Unfortunately since the garden has been cleared there have been very few days with weather good enough for it to be used, but fingers cross the weather soon improves and staff can use this area at lunchtime.

**THANK YOU to everyone who helped.** If you would like to be involved in any future garden projects please leave your details with Reception.



### Surgery Closure Dates for Staff Training

Please note that the Surgery and Dispensary will be closed from 2.00pm to 6.00pm on the following afternoons for staff training:

- **19 September 2023**
- **19 October 2023**
- **22 November 2023**
- **23 January 2024**
- **29 February 2024**
- **27 March 2024**

You will not be able to collect any medication during these times

**When the surgery is closed If you require urgent medical help, please call 111 or in a medical emergency please call 999**

**PPG:** On 24<sup>th</sup> May the PPG organised a Patient Information Evening on the subject of Young People's Mental Health. Claire Ginty, Consultant Occupational Therapist gave a very informative talk to parents and carers. Everyone who attended the session found it very helpful.

On 19<sup>th</sup> June the PPG held their AGM. At the start of the meeting there was a short talk from a representative from Headway – a national charity who care for adults who have brain injuries. The PPG intend to run another Patient Information Evening in the Autumn, led by someone from Headway, so keep a look out for this information.

At the AGM, Virginia Stirling gave a Chairman's report covering her time as Chair of the PPG. In just over a year the PPG have run very successful raffles and had a summer BBQ, all events have raised funds for the surgery to buy additional equipment.

Virginia Stirling (Chair) and David Gent (Vice Chair) both stepped down from their roles. They will be replaced by Anthony Withers (Chair) and Hazel Aisncough (Vice Chair), Mo Brown will continue for another year as Secretary.

The PPG continue to support the surgery with their well organised fundraising events, with arranging gardening sessions in the surgery garden and providing Patient Information Evenings.

Our PPG committee is currently full, but if you would like to join when a vacancy becomes available then please leave your details at Reception.

# Please make the right choice...



9 9 9

Only in an emergency:  
loss of consciousness |  
severe breathing difficulties |  
heavy bleeding

Emergency department



When you need help fast and  
it's not an emergency:  
unwell | confused | need advice

NHS 111



For symptoms that don't go away:  
ear pain | back pain | stomach pain

GP surgery



Feeling poorly and need advice about:  
fevers | stomach upset |  
aches and pains | headaches

Pharmacy



For common ailments and illnesses:  
hangover | grazed knee |  
sore throat | cough

Self-care

For your safety, we kindly ask that patients stick to

**“One Appointment, One Problem”**

Our doctors perform over nine hours of appointments each day and running behind is a big challenge for them.

Top  
Tips

Before you see the GP,  
work out what you are  
worried about. Highlight  
your concerns. Think  
about how you would  
describe your symptoms.  
Get to the point don't  
keep important  
information to the end.



A SERIOUS ILLNESS  
MIGHT GET MISSED



**ONE APPOINTMENT  
ONE PROBLEM  
ONE PATIENT**

IT IS TEMPTING TO BRING A LIST OF  
UNRELATED PROBLEMS, BUT CONSIDER  
WHAT'S ACHIEVABLE IN 10 MINUTES!



TOO MANY PROBLEMS  
DISTRACTS THE  
DOCTOR  
ON DEALING WITH  
YOUR  
MAIN PROBLEM



DOCTOR MAY BE  
MORE LIKELY TO  
RUSH