



Care Quality Commission (CQC) Visit Update

As covered in our summer newsletter, the practice was visited by the Care Quality Commission (CQC) under their programme of routine inspections in July.

Their first draft report found many examples of 'good' or 'outstanding' work, with no one area of enquiry across the six patient groupings being less than a 'good' rating.

The inspection team praised our responsiveness to patient needs, some innovative solutions to ensuring provision of best patient care, and the way we worked with outside agencies and bodies to provide support to those needing specialist care.

We still await their final report and will publicise the outcome in the surgery and on the practice website when available.

**STAY WELL
THIS WINTER**

NHS Clinical Commissioning Groups in central Norfolk are highlighting the health expert on the High Street – **the community pharmacist.**

This ties in with a major NHS campaign encouraging people to 'Stay Well This Winter'. You can do this by looking after yourself with the help of your local pharmacy, getting a flu jab

at your GP surgery, not spreading norovirus to friends and family if you have sickness/diarrhoea and taking care when it is cold and icy.

In a year across the UK, there are approximately 52 million GP appointments and 3.7m visits by people to hospital for minor ailments – many for conditions that people could have treated at home or with pharmacists' advice.

The Clinical Commissioning Groups' advice is that before booking an appointment at your local surgery, it is worthwhile going to your local pharmacist first to get their friendly help for your needs.

The "Choose Well" and "Feeling under the Weather" leaflets available at both Thorpewood and Dussindale give information to help patients choose the best healthcare provider at times of medical need. During the coming festive season may we take this opportunity to wish all our patients a healthy and restful time.



Electronic Prescription Service (EPS)



We are now able to offer electronic prescriptions for patients' convenience; this is a 'straight-through' process whereby an electronic version of your prescription is transmitted directly from the surgery to your nominated pharmacy. This is a national initiative called the **Electronic Prescription Service (EPS)** and is being introduced across England.

Next time you visit the surgery or pharmacy you will be asked to nominate a pharmacy that is most convenient for you. Then when you request repeat medication, the prescription will be sent directly to the pharmacy of your choice. The pharmacy will still need a little time to process the prescription but this system means that prescriptions cannot be lost or altered and will not need to be reprinted, so will be better for patient safety.

Please note, repeat prescriptions will still take 48 hours to process (excluding weekends and Bank Holidays).

Norfolk Swift Response (Formerly known as Night Owls and Swifts)

This 24 hour service provides help, support and reassurance if you have an urgent unplanned need at home but don't need the emergency services. Older people, people with physical illness or disabilities, people with learning difficulties or with mental health problems are all able to get assistance from Norfolk Swift Response. The service is free for people living in Norfolk and can be contacted via the Norfolk County Council Customer Service Centre on 0344 800 8020, select option 1.

GP Partners' areas of interest



Dr Peter Burrows:

Care Quality Commission Registered Manager; neurology; infectious diseases.

Dr Spiros Macris:

Diabetes; cancers; palliative care.

Dr Richard Hampshair:

Prescribing lead; ear, nose & throat; back pain; headaches; hypertension; cardiovascular disease.

Dr Suraj Ranasinghe:

Dermatology; minor surgery; hypertension / heart disease; psychological therapies; atrial fibrillation.

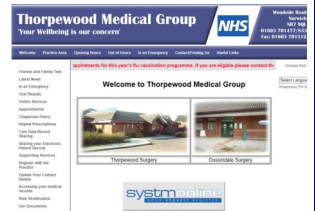
Dr Ike Nnene:

Research and educational lead; mental health and wellbeing; sexual health; gynaecology and menopause issues; cancers; adolescent health.

ONLINE SERVICES

- Book and cancel appointments (GP, Phlebotomist)
- View last 5 appointments and view future appointments
- Order repeat medication
- View medication
- Change of details, address, tel no, email
- Register for text messaging

To register for online services in the first instance, please present at reception with photo ID, eg driving licence, passport.



Late for your appointment?



The self-check-in will not allow you to book in if you are more than 10 minutes late for your appointment.

Please speak with one of our receptionists who will advise the clinician of your arrival. Depending on how many patients have arrived after your appointment time it may not be possible for you to be seen and you will be asked to re-book.

Staff Moves

We are very pleased to confirm that Dr Dani Carlile has joined the surgery as a Salaried GP at a time when GP recruitment nationally is harder than ever. Dani moved up to Norfolk in the summer of 2015 following a spell working in both Australia and New Zealand. We hope Dani's stay at Thorpewood will be a long and happy one.

Sadly, we have said 'Goodbye' to a number of staff who have left the surgery for family reasons or moved on to new challenges. Helen Sercombe, Nurse Practitioner, left in September, whilst Liz Tarr, her Nurse Practitioner colleague leaves us in December. We hope to be able to announce a replacement Nurse Practitioner in the very near future.

Two long standing members of the administration team, Ruth Dockerty and Maureen Anderson left us in the early autumn, both for family reasons and from the scanning team, we said goodbye to Diane French.

We wish all the leavers 'bon voyage' and good wishes for the future.