



# the Millway Newsletter

Issue 1



[www.millwaymedical.com](http://www.millwaymedical.com)



Autumn 2016

## Welcome

We are pleased to introduce you to a new kind of newsletter, written jointly by your GP practice and your Patient Participation Group (PPG). The practice aims to provide you with excellent healthcare and is always looking at ways to improve the services they provide. The PPG is made up of a group of patients who aim to help the practice achieve their goals through improved communication between the patients and the practice.

The PPG is very keen to receive views, experiences and feedback from patients. Please send your responses to [susan.millwayppg@nhs.net](mailto:susan.millwayppg@nhs.net). You may have completed the questionnaire circulated at the Flu Clinics or you may have completed one via the reception desk. Once these have all been received they will be analysed and results reported in subsequent newsletters.

## The Three C's...

### Compliments, Concerns and Complaints

The PPG Steering Committee has done some preliminary work looking at options for improving the way in which the Practice is able to learn from concerns, compliments and complaints received from patients. We have met with the Practice Manager to gain a better understanding of current practice and to identify which options may merit further work. Future newsletters will update patients on progress made.

## Care Quality Commission (CQC) Report

The PPG congratulates Millway Medical Practice and its staff on the CQC Report published in August 2016 following a full inspection of the practice. The Inspector's Report allocates the rating GOOD to all aspects of the practice's work reflecting well on the quality and responsiveness of practice staff.



CQC overall rating

Good

If you enter CQC Millway Medical Practice into your search engine you can read the full report.

## Prescription Requests

Did you know there is a new way to contact the surgery regarding prescription queries or medicines which are not on repeat?

Example queries are:

When will my prescription be ready to collect?

I am going on holiday can I have more medication?

You may have suddenly run out of medication and do not know how to order more. This will lessen the amount of calls and appointments made to the practice.

If you are a patient, carer or a health care professional you can now email us at [millway.scriptquery@nhs.net](mailto:millway.scriptquery@nhs.net).

This email will be checked twice daily by the practice's dedicated staff. You will receive an automated reply to acknowledge your request and your request will be processed within 48 hours.

Repeat prescription requests may be made online via patientaccess or through your local pharmacist, if you have existing arrangements. If you haven't already made arrangements with your local chemist to manage your repeat medication do so now and request your prescriptions to go electronically to save your time. Prescriptions will be available for collection at the surgery 48 hours from time of request.

Use the above email for clarification.

## Meet The Team

Krishna Moorthy is our Practice Manager. He has been with the practice for the last three years and during that time there has been many positive changes, some of these changes are transforming a patient-led PPG, creating additional consulting rooms and more recently extensive building refurbishment to the practice to improve patient and visitor experience.





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NHS

## HOW TO FIGHT FLU THIS WINTER!

GET YOUR VACCINE

Having your flu jab protects yourself and your family.

- Over 65 year olds
- People with long term conditions
  - Respiratory, heart, kidney, liver, neurological diseases
  - Diabetes
  - Splenic Dysfunction
  - weakened immune system
- Pregnant Women
- Children aged 2,3 and 4 years old (but not five on the 31st August 2016)
- People living in residential care homes

**Newsflash: The next flu weekend will be held at Millway Medical Practice, Hartley Avenue on:**

Saturday 12 November 2016 09:00 to 12:00  
Sunday 13 November 2016 09:00 to 12:00

If you are unable to attend on any of the above dates please book an appointment online or via reception with the Nurse or HCA or alternatively if you have a GP appointment they can do it for you!

### Altogether better

The NHS Five Year Forward View suggests 'a future where patients, carers and others play a greater role in their health and health care. Where they are recognised as a part of the solution, as an asset and not a burden;



- Where patients are enabled to improve their quality of life with long term conditions, isolation and loneliness;
- Where the wellbeing of patients improves significantly.

### The Buddy System

Every Patient registered at Millway has a named GP allocated to them, This happens at the point of registration, although it is not restricted to this. You will find the name of your allocated GP on the right hand side of your prescription or by asking at reception. If you are not happy with the named GP we can change this for you.

Sometimes it is difficult to see the GP of your choice, and that is where the Buddy System comes in to play. There are three Teams in total **RED, GREEN & BLUE**. The GP's within each group have been carefully matched ensure patient continuity of care in the absence of the original named GP. These will be updated when new GPs join the practice. You will still be able to see any available GP if you are requesting an emergency appointment.

Dr Peter  
Dr Figa  
Dr Porter  
Dr Shelley

Dr Thiruudaian  
Dr Amasanti-De Bono  
Dr Dattani  
Dr N Patel

Dr Hall  
Dr Frost  
Dr K Patel  
Dr Grattan  
Dr Sharland

### How do I become a member of the Patient Participation Group (PPG)

If you would like to join Millway's PPG then please leave your details with reception. The PPG, in partnership with the practice, aims to:

- ♦ To act as an advisory group providing patient perspectives and reflecting concerns from patients in order to influence service improvements;
- ♦ To encourage and support the role of the practice in involving patients in their own care;
- ♦ To monitor complaints, concerns and comments received about the practice;
- ♦ To improve communications between the practice and its patients in ways that include this Newsletter and encouraging wider use of the practice website.

The recent PPG questionnaire will be on the agenda for the next meeting of the PPG which will take place on **Wednesday November 9 at 6.30 pm at Hartley Avenue.**