



Aylmer Lodge Cookley  
Partnership

## **PATIENT NEWSLETTERS SPRING 2017**

### **INTRODUCING DR RUTH SNOWBALL AND DR HANNAH HUTCHINSON**

We would like to welcome Dr Ruth Snowball who joined the practice on Monday 9 January. Dr Snowball will be working largely at the Aylmer Lodge Surgery site and you can book an appointment with her on Mondays, Tuesday mornings and Thursdays.

Dr Hannah Hutchinson has also joined us as our second GP Registrar, alongside Dr Waqas Safdar. Dr Hutchinson will be holding surgeries on Mondays, Thursday mornings, Friday mornings and alternate Friday afternoons.

### **CQC REPORT**

We were delighted to receive our CQC report from our assessment visit in October. The practice has been rated **GOOD** for the areas of safe, effective, caring, well led and responsive and **OUTSTANDING** for our care of vulnerable people. Our Patient Participation Group (PPG) were also recognised for making an outstanding contribution to patients with their floor walking service at Aylmer Lodge. We would like to thank the PPG and the whole practice team for all their hard work and support.

### **CHANGES TO THE RECEPTION TEAM**

Debbie has recently joined Elaine as our second Senior Receptionist at the Practice. We will also be sadly saying goodbye to Karen and Jane who work at Cookley. Danni has joined the Cookley Reception Team and 2 new receptionists Laura and Sue have started their 6 week training programme at Aylmer Lodge.

### **EXTRA SAME DAY APPOINTMENTS**

In response to a CCG request to all practices in the area we are providing extra same day GP appointments on a Friday afternoon from now until the end of March and also additional nurse practitioner appointments across the week.

### **PATIENT PARTICIPATION GROUP AND AGM**

We welcomed 3 new members to the PPG at our January meeting. The PPG Annual General Meeting is scheduled for **6:30pm Wednesday 1 March at Aylmer Lodge Surgery, Hume Street** and we would like to invite all patients to the meeting. Our guest speaker this year is **Dr Tony Carter, Senior Partner**. The evening will be a good insight into the work of the PPG and the practice.

### **PRACTICE SURVEY RESULTS**

From our practice survey, which the PPG helped us run, we identified 42 patients who would like some help in using our online services and support sessions are being planned for March and April.

59 patients were also interested in attending a Health Event to be organised by the practice with dementia awareness being selected as the hot topic. We are currently in the middle of planning this session, which will be supported by local dementia services.

