

Patient Newsletter

Tweeddale Medical Practice



MARCH 2014

Issue 29

Spring 2014 Edition

Welcome to the Spring 2014 edition of your Practice Newsletter

In this spring edition of your newsletter we have articles updating you on:

- RCGP Quality Practice Award
- RCGP Put Patients First Campaign
- Hydraulic Hand Dynamometer Donation
- Holiday Jags/Tick Bites
- Staff Updates/Patient Feedback

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We hope that you find these articles helpful and informative but we are always looking for ways to improve **your** newsletter. **Comments and feedback are welcome.**

Visit our website at www.tweeddale.com

Here you can pass on your suggestions and **also sign up for e-mail copies of newsletters and updates direct from us**, to help keep you informed on what's happening at Tweeddale (just go to the "Contact Us" page on the website).

**THIS NEWSLETTER IS AVAILABLE IN LARGE FONT
- JUST ASK AT RECEPTION**

Phone: 01397 703136

Email: high-uhb.gp55624-admin@nhs.net

Fax: 01397 709811

Website: www.tweeddale.com

RCGP QUALITY PRACTICE AWARD

What is the Quality Practice Award?

The Royal College of General Practitioners (RCGP) Quality Practice Award (QPA) is a standards-based quality accreditation process designed to improve patient care by encouraging and supporting practices to deliver the very highest quality care to their patients. In operation since 1996, Quality Practice Award recognises the commitment of the entire team, including the attached staff, in providing high quality care for patients within a learning and adaptive environment. Quality Practice Award is the highest attainable award available from the college encompassing a large clinical component and assessment of patient experience. Quality Practice Award asks the contributing team members to demonstrate reflective learning resulting in a quality initiative that is a holistic process of quality improvement.

Quality Practice Award requires practices to submit a portfolio of written evidence set against a number of standards covered in six modules. When a practice's written evidence is complete, a full day assessment visit is conducted by a panel of three, which will comprise a combination of GPs, Nurses, and Managers. QPA is the highest award attainable from the RCGP and recognises practice teams who have demonstrated both clinical and organisational Excellent Practice in the delivery of primary care.

Renewing our Award

We have applied for re-accreditation (which is optional to retain the award every 5 years). An Assessment team will be visiting the practice on **Thursday, 3rd April 2014**. The team will consist of a GP and a Practice Nurse selected by the RCGP.

As part of this assessment, members of the team will need to look at a sample of patient records in order to assess the quality of record-keeping and patient care in the practice. All members of the Assessment Team have a duty of confidentiality. We will be asking a sample of patients for their permission for assessors to look at their records. If you do not wish to give permission, for any reason, you have a right to object. If you wish to do so, please just inform any member of practice staff. This is completely up to each patient and the care that you receive will not be affected in any way.

We will update this page to let you know how the day went.....!

Ticks and Lyme Disease

As the weather improves (hopefully) more of us will be making use of our beautiful countryside. Please be aware of the danger of tick bites and the potential for Lyme Disease and check yourself thoroughly after outdoor activity.

See the following websites for more information:

Borreliosis and Associated Disease Awareness UK—www.bada-uk.org

www.patient.co.uk

Lyme Disease Action—www.lymediseaseaction.org.uk

www.nhs.uk

Patient Donation of Equipment



The family of the late Mrs Helen Fraser very kindly donated a sum of money from her funeral collection to the practice for the purchase of equipment.

Her daughter Pamela presented the new Hydraulic Hand Dynamometer to Dr Douglas.

This piece of equipment has already proven to be a very useful diagnostic tool.

We are extremely grateful to the family for their donation.

RCGP 'PUT PATIENTS FIRST' CAMPAIGN

The Royal College of General Practitioners has launched a campaign to encourage the nation to get behind their General Practice.

Scottish general practice has experienced a drop in funding of more than £30M over the last 3 years. General practice now receives just 7.8% of the NHS budget (2011/12) compared with 9.8% in 2005/06. Scottish Government Health Department figures, which have been quoted in response to the RCGP campaign, not least by Alex Neil, Cabinet Secretary for Health and Wellbeing, are correct, however they do not reflect inflation nor the significant decline in the share of NHS funding. With the emphasis increasingly on what can be done to keep patients out of hospital and the overburdening of hospital departments, it is critical that we continue to deliver the message that patient care is at risk unless more investment is directed towards general practice allowing us to deliver services within practice.

The RCGP Scotland website has details of how you can help by doing the following:

Please ask your MSP to support the campaign by sending them the letter on the website. If you want to make more of an impact, add your personal experience which you think highlights how an underinvestment in GP services has affected you. (www.rcgp.org.uk/campaign)

THANK YOU FOR YOUR SUPPORT



HOLIDAY VACCINATION REMINDER

Please remember to book early for your travel vaccination appointment with the Nurse if you are planning a trip abroad this year. Please note that the Nurse has specialist training in providing this non-NHS service. Depending on where you are going and what is required there may be a charge. When making your travel plans note that you will need a 20 or 30 minute appointment with the Nurse to assess your needs and then a return appointment to start your vaccinations which may require to be administered as a course over a number of appointments.



Staff Updates

Spring has sprung and with it we will have some new trainees. We will be joined by a Medical Student from Aberdeen University for a period of 7 weeks in March/April. She will be observing surgeries and once settled in, will also be seeing patients with one of the GPs supervising. From April to August we will also have Dr Victoria Scott with us. Dr Scott is a FY2, which means she is in her 2nd year of post-graduate medical training before moving on to specialist training. Again she will start by observing a few surgeries and will then 'fly solo' under the supervision of one of the Partner GPs.

The co-operation of patients in the training of young doctors is invaluable so once again, we thank you.

Please note that while we may refer to some of the doctors as 'trainees' they are in fact fully qualified doctors (apart from the medical students). It may be that they have yet to decide what type of doctor they want to be and are here for a taster of life as a GP. More often they have already chosen to become a GP and are with the surgery at some point in their additional 4 years training.

Patient Feedback: What you say and what we do....

What you said	What can we do or are doing	What we are unable to do & why
<i>The waiting time for a routine appointment is too long</i>	<p>We monitor our appointment availability on a weekly basis and always try to do what we can to reduce waiting times.</p> <p>We have recently introduced bookable telephone review appointments for each doctor – if you do not require a face-to-face appointment, you may be able to speak to your doctor of choice on the telephone sooner.</p>	We have no control over demands on our resources but are continuously trying our best to meet the needs of our patients.
<i>It would be useful if the staff wore name badges so I can see the name of the person I am talking to</i>	<p>When we moved into the new premises, all staff were allocated a "key card" for access to staff areas and these have their name & picture on it. However, we acknowledge that these are not always easily visible to patients so we have ordered nice new name badges for all our staff to wear. We hope this helps us to improve our service to patients as well as helping us to look more professional!</p>	



PLEASE NOTE THAT THE PRACTICE WILL BE CLOSED ON GOOD FRIDAY 18TH APRIL. HAPPY EASTER.