

Winter Newsletter

January 2016

Deddington Health Centre

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CARE QUALITY COMMISSION INSPECTION VISIT



A team of Care Quality Commission (CQC) Inspectors will be visiting the Practice on Wednesday 27th January 2016. CQC feedback cards have been available in the Waiting Room for patients to provide feedback to CQC on the care and service you receive from us at Deddington Health Centre.

The CQC inspectors would welcome the opportunity to speak to our staff and patients on the visit day. If you are planning to come along for an appointment on 27th January, do speak to them. We will keep you informed of the outcome of our CQC visit in our next newsletter and via the Practice website.

NHS FRIENDS AND FAMILY TEST FEEDBACK



If you have had an appointment with us in the past 12 months you may have received a text message or completed an online or paper form asking you how likely or unlikely you would be to recommend Deddington Health Centre to your friends and family. NHS Friends and Family test also gave our patients the opportunity to provide feedback on anything you would like to see changed. Thank you to all our patients who took the time to complete this for us. We would like to share the results with you for 2015:

During 2015 we received 969 positive feedback responses (98%), 8 neutral or don't know responses (0.8%) and 10 negative responses (1%).

We are delighted that 98% of you would be extremely likely or likely to recommend us to your friends and family.

We listen and respond to your feedback so please continue to respond to our Friends and Family feedback requests so that we can offer you the service that you would like.

YOU SAID – WE LISTENED – WE ACTIONED

Following on from the feedback provided to us via the NHS Friends and Family feedback and other feedback provided via our website we were able to group some of your comments and make changes that seem to be proving popular. Some examples of what we have done so far:

- You said: We would like somewhere in the Waiting Room to sit and complete forms.
- *We did: We have now provided a small desk, chair and pens in the waiting room for patients to use when completing forms.*
- You said: We would like more parking spaces closer to the Health Centre.
- *We did: We have removed our staff parking area in the car park and made these spaces available to all our patients. This is particularly helpful to our less mobile and elderly patients.*
- You said: We would like to be informed when the doctor or nurse is running late.
- *We did: Our Receptionists now inform you when you check in if your doctor or nurse is running late. The Receptionists also communicate with the whole waiting room to inform them of any delays.*
- You said: Explain online services to us
- *We did: We have now produced a guide to our Online Services. Please ask at Reception if you would like a copy.*
- You said: We would like clearer information in the Waiting Room and more information about where to go for crisis support
- *We did: We have now zoned the information we display in the Waiting Room to help you locate what you may be looking for a little easier. We now also have a “Who to go to for help” board, providing you with crisis support signposting.*

TOYS IN THE WAITING ROOM



To prevent the spread of infection we have now removed the majority of toys from our Waiting Room and Consulting Rooms.

FLU VACCINES



Our Winter 2015/16 flu campaign is still ongoing. If you are aged over 65, pregnant, are a child aged 2 – 6 years old or have a chronic condition that makes you eligible for the NHS flu vaccine then please book an appointment at Reception or via Patient Access. We will still be offering NHS flu jabs until the end of February 2016.

STAFF NEWS

- **GP REGISTRAR:** Dr Tim Brimecombe has now completed his six month GP Registrar training post with us. He will be replaced in early February by Dr Ayesha Khalid who will spending her six month GP Registrar training period at Deddington Health Centre.
- **DISPENSARY:** Olivia has now completed her two year apprenticeship in the Dispensary and has joined the staff as a newly qualified Level 3 Dispenser.