

CROWN STREET SURGERY

SPRING 2014

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NEXT PATIENT GROUP MEETING — TUESDAY 25TH FEBRUARY 2014 AT 7.00 PM

Clinical system change over — SystmOne

We are now starting the process of changing our computerised medical records system from EMIS to SystmOne. About 80 GP practices in the London borough of Ealing will be making this change over the course of the next year but we are one of the first group of practices to move across. SystmOne will eventually be in use across the whole of West London including hospitals and community services which will enable much better communication and care for patients. This improvement in joined up care will unfortunately not be available to patients who have opted out from NHS information sharing.

The changeover is well planned but is time consuming and we have been advised that we will need to reduce services during some weeks. The week of 17th February is a data checking week. Several clinical members of staff will be involved in a process of ensuring that data transferred from the old to the new system has gone across accurately. This work needs very detailed checking of absolutely everything in a sample of our records and will therefore result in fewer doctors' appointments available that week. From 24th February, we will be issuing double prescriptions in order to avoid repeats becoming due at critical points in the changeover. March 24th-28th is our main training week and clinics will be slightly reduced in order that the whole team can receive the necessary training.

Pre-bookable appointments will only be available up until Thursday 3rd April and will not commence again until the week of Monday 14th April. All appointments from 4th April until 14th April will be bookable on the day.

Friday 4th– Monday 7th April is the main changeover weekend. On Friday 4th April and Monday 7th April we will be operating an emergency service only as we will not be able to enter any clinical data into either the old or the new system. If you are unwell over this period, please consider carefully whether you can get help from a pharmacy or self-care at home before you contact the practice. Once we are using SystmOne from Tues 8th April, please be patient with us as it will take us time to become as fast on the new system as we all are on the old.

Dates	Processes	Effect on Patients
17 th –21 st Feb	Data checking week	Fewer available appointments Most appointments bookable on the day only
24 th –28 th March	Staff training week	Slightly reduced clinics in order to free up staff for training
4 th –7 th April	System change over — please be aware that we will have limited access to either the new or the old clinical system at this time	Limited access to patient records. Emergency service only—please consider carefully whether you really need to contact the practice on these days.
7 th - 14 th April	Go live—new clinical system	No pre-bookable appointments—on the day appointments only.
14 th April	Normal service resumes	Please be patient as it will take time to adjust to the new clinical system

**Progress
Takes Time . . .
Please be Patient with us and
we will get there.**





Building Work

Those who have been in the surgery over the past few months may have been aware of on going building work. We have tried to minimise the impact of this work on our patients as much as possible but at times the surgery may have been slightly noisier than usual!!

The work involved moving our staff kitchen and meeting room to create two new consulting rooms, a secure storage room for patient notes and a new meeting room. We are pleased to say that the work has now been completed. All clinical treatments rooms have been re-numbered in accordance with the new rooms so you will find that if you usually see a particular doctor or nurse, although they will be in the same room, the number on the door will have changed.

The new consulting rooms will be a great benefit to the surgery and to our patients. The extra space will be used to house a new community diabetic programme, mental health workers as well as medical students on placement at the surgery.

Practice News

Dr Shah is currently on maternity leave; she gave birth to a baby girl in November. You will be pleased to hear that mother and baby are doing very well. Dr Shah's maternity leave is being covered by Dr Rachna Savani whom many of you will be familiar with by now.

Dr Choi began her maternity leave at the end of January and has since also given birth to a baby girl. Dr Choi's maternity cover is Dr Michelle Franco. Dr Franco completed her GP training in Ealing and has worked previously at Cloister Road surgery.

On the reception team we welcome back Vanessa. Vanessa went on maternity leave in 2012 and gave birth to a boy, she then spent some time at home looking after her family. We are very pleased to welcome Vanessa back to Crown Street.

Our health trainer, Kimberley, who sees patients at the surgery on a Friday morning is also pregnant and will begin her maternity leave in February. Please ask at reception for details of her replacement.

Patient Group

Our next patient group meeting will be held on Tuesday 25th February at 7pm. The meeting is a chance for the Partners and management to update our patients on local NHS issues. It is also a chance for patients to put forward their views and opinions and raise any concerns regarding the running of the surgery. At the upcoming meeting we will be reviewing the results of our November 2013 Patient Satisfaction survey and creating an action plan for the year ahead.

We welcome new members and are always keen to hear your views. Please speak to Gemma at reception for more information or feel free to turn up on the evening of 25th February.



'I don't know how they got past the receptionist'

CQC INSPECTION

No doubt you will have heard a lot in the news recently about the Care Quality Commission (CQC). All GP practices in the UK are required to register with the CQC for inspection. Several practices in the Ealing area have now received a visit. Crown St has not had notification of an inspection as yet but we are anticipating this in the next 6 months and will keep our patients updated as and when we get further news.