

CROWN STREET SURGERY

Winter 2014-2015

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STAFFING UPDATE

As you will now be aware, Dr Michael Kenny left the partnership in November in order to take a break from general practice and pursue other medical interests.

Dr Enmin Choi is also leaving us at the end of December.

In our last newsletter, we drew attention to the shortage of doctors available to work in general practice. As a result of this, despite our best efforts to recruit a new doctor in the autumn, we have been unsuccessful so far. We will be advertising again in the

New Year in the hope that we will find someone suitable to work at Crown Street.

Meanwhile, Dr Roshina Ghandurai is joining us as a permanent member of the team on a Friday, Dr Norbury is working on Monday mornings and Tuesdays and Dr Patel is working a number of sessions—usually Wednesdays and Thursdays. Dr Phi Vo a former trainee here, will also be helping out on Wednesdays. These doctors have all

been associated with the practice for several years and know us and our patients well so we are confident we can continue to provide a good service over the months ahead. However, the number of appointments available will be less than previously, therefore we will use our telephone triage systems to ensure that available appointments go to the patients who need them most..

Care Quality Commission—GP Ratings

We have not yet been visited by CQC but have been given a rating of **6** on a scale of 1-6, 6 being the highest score, based on information available on the following:

Quality and Outcomes Framework (QOF)

GP Patient Surveys (GPPS)

Prescribing Analysis and Costs (ePACT)

Hospital Episode Statistics (HES)

Information Centre Indicator Portal

NHS Comparators

For further information, go to:

<http://www.cqc.org.uk/content/our-intelligent-monitoring-gp-practices>

We are also pleased to report that we had an NHS England Infection Control Inspection in November 2014 which we passed with flying colours.

A new way to get your medicines and appliances



The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination*. You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).
- your dispensing GP practice (if you are eligible).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

For more information visit www.hscic.gov.uk/epspatients, your pharmacy or GP practice.

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