



PRACTICE NEWSLETTER Summer 2019



Editor: J Nelson

Visit our Web-Site – www.avisford.co.uk

Sponsored by: The Friends

The Friends of Avisford Medical Group

Charity No: 1074882

Latest News

A big thank you for all the donations received to date using the forms at the bottom of our Newsletters. They are really appreciated and spent wisely on all kinds of things that should improve your experience as a patient. A worn bench cushion was replaced at Middleton, an ear irrigator bought for Yapton and almost £3,000 spent on a Dopplex machine (a very specialised blood pressure monitor) that will speed up examinations and, therefore, consultation times. For details of more items bought and lots of other information, check our web-site www.avisfordfriends.co.uk.

It was great to see a packed hall for the cardiac talk given last Autumn by Dr Wong, cardiologist from St Richard's. It was an excellent talk with plenty of opportunities to ask questions. Don't forget to let us know if you have any suggestions for future talks – if you are not on-line, just drop us a note in the post boxes next to the books in the waiting area of either surgery. The next talk is planned for the Autumn.

This year, we are holding our short AGM at 2.30pm on Tuesday 18th June in the Yapton & Ford Village Hall. It will be followed by a complimentary cream tea and an opportunity to meet the committee and give us your views on the service you receive from the Medical Group in a relaxed atmosphere. We will be there until 4.00pm. As a Patient Participation Group, the most important role we can play is to facilitate a two-way conversation between you the patient and the personnel at both surgeries. We hope that this venue and time will also allow parents to attend before picking up children from school or on the way home. We look forward to seeing as many of you as possible.

Once again this summer we will be having a table at both the Middleton and Yapton Fêtes so do come along and support us and say hello.

Don't forget – to keep up with all our latest news and planned talks, go to www.avisfordfriends.co.uk or check out our notice boards at either surgery.

Newsletters are available in each surgery & on the Friends' web-site (www.avisfordfriends.co.uk). If you would prefer to receive by post, please complete the details below.



I would prefer to receive a copy of the Newsletter by post.

Name.....

Address..... Postcode.....

From time to time, patients like to make donations – used to purchase much-needed items for the Practice. If you would like to donate, cheques should be payable to: The Friends of Avisford Medical Group.

I would like to make a donation of £..... to the Friends of Avisford Medical Group

Gift Aid IT! If you are a UK tax-payer, the Friends can claim back the tax you pay from HMRC. If you are eligible and you would us to claim Gift Aid on your donation, please sign below – and be sure to enter your address above as required by HMRC.

Signature.....

Date.....

Please return completed forms (ideally in an envelope) addressed to Friends of Avisford Medical Group to either surgery - or place in the book money honesty box.

NB By completing this form, you are agreeing to the above information being held on paper and/or in electronic form by the Friends' committee. It will not be shared with any other organisation, company or person unless required by law.

New Clinical Computer System

By the time you read this, the Practice will have undertaken a significant computer transformation. Having used a clinical system known as EMIS Web for many years, we have now switched to a new system called SystmOne (not a spelling mistake – this is what it is actually called).

You may wonder why we would want to put ourselves through such an upheaval but the reason is that this will put us on a common computer 'platform' throughout the Regis locality. This means that interventions by NHS community teams, St Richard's hospital, out-of-hours services, mental health services, St Wilfrid's hospice – and many more – will have the potential (consent-permitting) to be shared. This means that NHS services will be 'joined-up' and patients' health records will be more complete and up-to-date than ever before.

Please don't fear that your patient confidentiality will be breached – rules for accessing patient identifiable data are extremely tight. This system switch gives us the POTENTIAL to share information but not to disregard patients' rights to complete confidentiality.

As a patient of this Practice, the chances are that you will have been inconvenienced in some way by our computer switch – either you will have been unable to book an appointment or there has been a delay in obtaining repeat medication. We offer our sincere apologies for any inconvenience caused.



Please Re-register for On-line Access

One computer issue which will not have been resolved by the time this newsletter goes to press is that all those patients who have been in the habit of using on-line patient access (to order medication, book appointments or to view their medical record) will now have to re-register in order to use the new system. We apologise for this but it is totally beyond our control. We will respond to requests for new registrations as soon as we can.

Ford Housing Development



Many of our patients are aware that the Ford Neighbourhood Plan has been formally accepted so it is probably only a matter of time before houses start rising up from the ground.

Those of you who frequent our Yapton Surgery will not be surprised to learn that the surgery will struggle to provide sufficient capacity for the full quota of new patients that the completed development is likely to bring!

Currently, our plan is to try to make more clinical space available within the existing Yapton premises but we cannot rule out a possible longer-term option of moving to new premises – potentially within the new development. 'Estates' plans are currently in the hands of NHS England and Coastal West Sussex CCG and, as previously promised, we will keep all of our patients updated with any progress.

GP Access Hubs

GP Access Hubs now run regularly at Yapton Surgery.

They are intended for use by patients from the local 'rural Regis' locality between 4.30pm and 8pm on most weekdays. Some weekend GP & Nurse clinics are also available.

If you see a GP in a GP Access Hub clinic, he/she will not have the benefit of access to your medical history so, for that reason, patients should only book an appointment for new symptoms or conditions – not to follow-up existing conditions.

Appointments should be booked with your own surgery. When you attend for your appointment, unusually, you will be asked to give consent to be consulted or treated as the new service is not provided by the Practice – we are just hosting their clinics.

Staff News

Dr Oliver Middleton left us in April – to work closer to his home. We wish him every success in his new venture

In January, we said goodbye to Mandy Ruddock who started in the Practice as a Receptionist and finished as a Healthcare Assistant/Phlebotomist. Not bad for someone who didn't like the sight of blood! We wish Mandy a long and happy retirement.

Taking Mandy's place is Caroline McPeak who is a very experienced Healthcare Assistant.

Sadly, Tania Ladbrook left us in mid-May and we all wish her well in her new practice.

Primary Care Networks (PCNs)

You may have seen some recent press coverage relating to the setting up of Primary Care Networks (PCNs) all across the UK.

The stated aim is to create better co-ordinated and fully integrated community-based health and social care services.

The nine Regis GP Practices currently work well together and it is our intention to organise ourselves as a single PCN – but the decision on whether to allow this or to split us into two separate PCNs (Central Regis & Rural Regis) lies with NHS England.

'Good' CQC Rating

The Care Quality Commission (CQC) came back to the Practice in late February to re-inspect us following our 2018 assessment which found us wanting in a few areas.

Their official report has now been published and we are pleased to announce that we have been confirmed as an all-round 'Good' Practice in CQC terms.

We know that we must continue to work hard to maintain those improved standards.

2019/20 Flu

While it's far too early to be making plans for the 2019/20 seasonal flu jab programme, we can inform all of our patients that, as last year, there will be two flu vaccines provided – one for patients aged over 65 and the other for anyone who is under 65 but at risk due to them having a chronic disease or illness.

This year, we hope to improve the uptake by our under 65s.