

KING STREET SURGERY NEWSLETTER

JANUARY 2020

Staff Changes

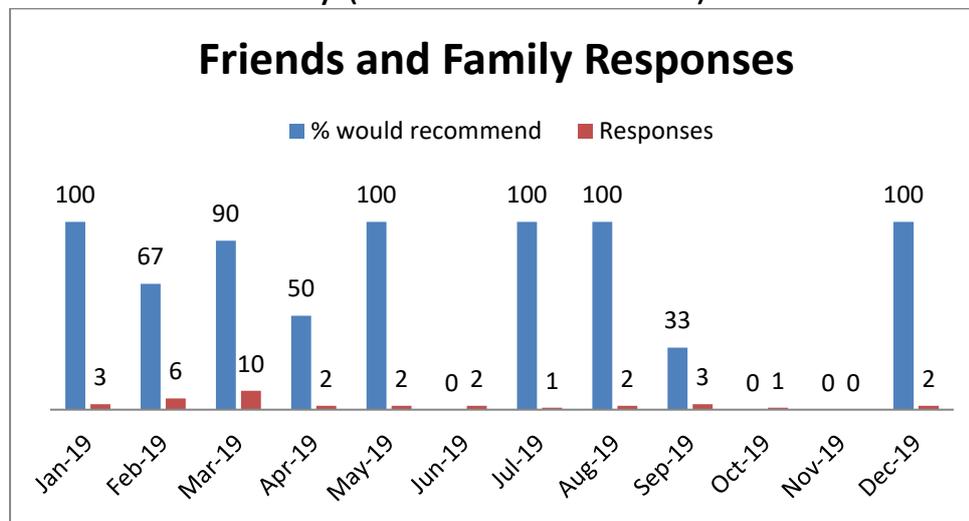
Since November 2019 Dr Nayar has been working at the surgery once a week. This is because for the rest of the week he is based at Cambridge in his role as Primary Care Dean for Health Education England (East of England).

We are fortunate to have recruited two excellent Associate GPs: Dr Randall who also has a special interest in skin problems and is now undertaking Minor Surgery and more recently Dr Muoghalu.

We also welcomed Emily, Community Paramedic, and last year. She undertakes home visits and has in the short time with us generated very positive feedback from patients.



Friends and Family (Patient Satisfaction)



It is good to see there is a high level of satisfaction recorded via the Friends and Family feedback.



CQC Inspection (Care Quality Commission)

We were inspected by the CQC on 25th November and are pleased and proud to report that they awarded us an overall rating of 'Good'. The full report can be found on our website.

Repeat prescriptions

Community Pharmacists are no longer able to order prescriptions for patients – this has been ceased by the CCG to reduce wastage. Patients need to order direct from the surgery and can do this by using on line services (or posting/bringing in the repeat slip to the surgery).

Please allow three full working days for your repeat prescription to be ready.

On line Services

As well as booking/cancelling appointments/ changing personal details and ordering repeat medication you can also get access to your test results if you are signed up to the service. Please ask Reception for further details.

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Appointments

Unfortunately we cannot always accommodate your appointment requests and we share your frustration that routine appointments are often only available in 3 to 4 weeks' time. There are several reasons for this:

- There is a national shortage of GPs although we have been fortunate to recruit new staff.
- Unfortunately we have no room in the building to expand and are therefore limited as far as the number of clinical space we have available to accommodate additional doctors.

We would therefore offer you alternatives to seeing a Doctor at King Street:
Some of the choices we will offer:

- Minor Illness nurse appointments. These are with very experienced nurses who are also able to prescribe.
- Extended Access appointments: There are GPs and nurses available at either Riverfield Drive or London Road Surgeries in the evenings and weekends. You can book an appointment with either of these through our Appointments line.
- Pharmacies: Your local pharmacist may be able to help you.
- Putnoe Walk-In-Centre are open Mon-Fri 8.00am to 2.00pm. Saturday, Sundays and Bank Holidays 8.00am to 5.00pm. As this is a Walk-In service, no appointment is therefore necessary.
- Urgent Treatment Centre which is based at Bedford Hospital's A&E.
- You could of course also call 111 for advice before contacting the surgery and in medical emergencies you should call 999

We will kindly ask you, when speaking to our reception team, to bear this in mind when they offer you alternatives to seeing a GP.

DNA's

We do ask patients to let us know if they are unable to attend their appointment with as much notice as possible so that these time slots can be given to somebody else.

During January 2020, 94.8% of patients kept their appointments, *THANK YOU* to those patients.

Unfortunately the remainder failed to attend. This represents 260 lost appointments out of 4,973 appointments.

Social Prescribing

A Social Prescriber can offer you help and support with non-medical problems such as, housing advice, help filling in forms, they also have knowledge of facilities and local activities in the area to help combat isolation. Please ask at Reception for further details.

GDPR (General Data Protection Regulations)

The Practice has updated its Privacy Notice and you are strongly recommended to read it. You can find it on the website – Practice Information, Policies and Procedures, GDPR Policies

Medical Trivia

Laughing is good for the heart and can increase blood flow by 20 percent.

