

# Cloister Road Newsletter



**Autumn 2017**

*Copies of this newsletter are also available online or from reception.*

## **Staff changes**



Since our last newsletter so much has changed. We have said a very sad farewell to Dr Sillitoe and Dr Dutta who will be sorely missed by staff and patients alike. We have also said goodbye to Heather Sillitoe who had been supporting the practice in a voluntary capacity for so long. Her dedication and efficiency were unparalleled. We were very sad to see Yatta Sharman move on. Her warm smile and her easy laughter were so precious to us.

We know all these changes have been unsettling for staff and patients alike. Some of you had built relationships with Dr Sillitoe and Dr Dutta over many years and we know how precious these are. We are currently interviewing doctors and working to rebuild our team. In the meantime we are grateful to the contribution made by locum staff such as the lovely Dr Hussain Al Saleh.

Please be patient with us as we work through this transition. We want to make sure we recruit excellent staff who share our values and unfortunately this takes time.

Dr Gubert has returned from her maternity leave and taken on some management responsibilities. Dr Sean Morris has also taken over from Dr Henderson as our GP registrar. Dr Morris trained in Bristol and in the short time he has been with us, we have been very impressed with his excellent knowledge his clarity and his dedication

to patient care. We have also welcomed Laura Harkin to our administrative team.

## **Exciting new developments**

The practice is working to build ties with academic institutions so we can do our bit to promote primary care research.

Some of you may have noticed a new dementia kiosk by the self check-in desk in reception. Anyone over the age of 18 can register their interest in dementia research by recording their name and contact details. This will help dementia UK recruit more people into their fantastic research.

We are thrilled to be working with Ealing CCG to build a new website for the practice which should be much more user friendly. We have also tried to add more information about our clinicians and services on NHS choices and on our website to keep you better informed.

Some of our staff are attending breathing function training in November so that we can improve the service we offer to patients being assessed for chronic obstructive pulmonary disease (COPD). We are also hoping to restart our insulin initiation scheme over the next few months.

## **Dr Paul runs the Ealing half marathon and Dr Gubert runs 'rough runner' for diabetes uk**

Dr Paul completed the Ealing half marathon alongside her father on the 24<sup>th</sup> of September. Dr Gubert raised over £1000 for diabetes uk by completing the rough runner challenge on the 17<sup>th</sup> of September 2017. She fell into many pools of cold muddy water but it was well worth it in the end! She is very grateful to all those who donated so generously.

## Patient Feedback

Patients at Cloister Road are extraordinarily supportive and show how much they appreciate the services provided here. Each month we ask patients to say whether they would recommend the surgery to their family and friends. We had 97 responses from the 1<sup>st</sup> of June to the 31<sup>st</sup> of August 2017. Remarkably, all participating patients were likely to recommend the surgery and 81 patients said they would be extremely likely to do so.

We have also had some very encouraging feedback on NHS choices: In September, one patient said *'the doctors genuinely care for your wellness'*. And in August another patient generously commented: *'The staff are always friendly and offer advice and assistance when they can'*. We certainly aim to do so and take all your comments positive and negative very seriously.

## Appointments

We know that patients would like to be able to make appointments sooner but also that they understand it is a national problem – reasons include too few GPs, more patients, more complex conditions and an ageing population.

However, between May and August 2017 **1301 appointment slots were wasted** by patients who did not attend (DNA) and did not cancel. It is so frustrating that other patients had to wait longer for an appointment because of this.

**Please always let us know if you cannot make your appointment. Online access is available any time and phone lines are open every day 08.00 - 17.30.**

Patients who have given up to date mobile numbers say how much they value text reminders about appointments. If patients miss 3 appointments without letting the practice know, the NHS normally removes them from the list and then requires them to find another GP.

Some patients wonder why they have waited longer than usual before being called in to see the doctor. While slots are normally for 10 min, the time taken by each patient can be very different. Doctors have to be flexible and give individual patients the time they need. They cannot tell the following patient that the reason

they have overrun is because the last patient needed to talk about a worrying test result, a bereavement, or a mental health issue.

## Patient Group

Our Patient Group has operated on an online basis for several years, with members staying in contact by email. Members help to guide the work of the Cloister Road team by providing enormously helpful feedback. They help to construct our patient surveys and receive newsletters automatically. We also hold face to face meetings twice a year, attended by a number of enthusiastic patients. **So please do join us on and make your voice heard.**

You can join the group by completing one of the forms at reception, or emailing Linda Maranyika, at [linda.maranyika@nhs.net](mailto:linda.maranyika@nhs.net)). Linda is the new Patient Group secretary.

It would be very helpful to know you're planning to join us – we can then send you the Partners' report and make sure there are enough chairs. Please email Linda or let reception know.

## Changes to the way your information is shared

Health and care professionals are increasingly working together so that they can give you joined up care.

There are now three separate systems extracting information from NHS records to help improve patient care:

- **Summary care record:** this aims to give health professional essential information about you in an emergency. For instance this would give clinicians information about your medications and allergies.
- **Care.data:** this aims to provide research organisations and public health bodies with anonymised information so they can improve services.
- **Whole systems integrated care record:** this aims to streamline communication between health and social care professionals to help them work more effectively together so you can receive better and more joined up care.

However, we understand that some patients may have concerns. You can find more information on our website [www.cloisterroadsurgery.co.uk](http://www.cloisterroadsurgery.co.uk)

If you decide you'd prefer to opt out of this process, please complete a form available from reception or downloadable from our website.