

Welcome to the Issue 2 of our Newsletter. We hope that you will find this issue as informative as the first issue.

CQC Inspection 26 May 2016

The practice was inspected by the Care Quality Commission on 26 May 2016. Highlights from the Inspection Report

	Safe	Effective	Caring	Responsive	Well-led	Overall
Older people	Good	Good	Good	Good	Good	Good
People with long term conditions	Good	Good	Good	Good	Good	Good
Families, children and young people	Good	Good	Good	Good	Good	Good
Working age people and the recently retired	Good	Good	Good	Good	Good	Good
People in vulnerable circumstances	Good	Good	Good	Good	Good	Good
People experiencing poor mental health	Good	Good	Good	Good	Good	Good

Overall Key Question	Good	Good	Good	Good	Good
Overall	Good				

A copy of the [detailed inspection report](#) available on our website.

Appointments

We have listened to our patients and we are pleased to inform you at the time of going to print our average **wait time for a routine appointment to see any GP was 3 working days**. However with named GPs this varies depending on various factors such as their popularity, number of sessions worked, leave commitments etc.

The locality average for a routine non-urgent appointment is about 10 working days, which is also a target agreed as reasonable by our PPG, in light increasing consultation rates (a steady rise from 3.9 in 1995 to 8.3 in 2015) nationally and other pressures in general practice.

The target of 10 working days for a non-urgent appointment is also considered reasonable by our locality cluster group, which is made up of local practices in Southwark as part of the local federation to provide patient services equitably to the local population, irrespective of where a patient is registered.

In the last GP National Survey published in July 2016 for the period July - Sept 2015 and Jan - Mar 2016, 85% (Jan 2016 survey 85%) of patients who responded said the last appointment they got was convenient (Local (CCG) average: 86% National average: 92%)

We are striving always to keep wait times down but we also need your help to ensure that you cancel your appointment if you do not need it so it can be offered to someone who needs it.

Please note that some minor ailments can be dealt by a pharmacist and do not require you to see your GP. Also if you do not usually have to pay for your prescription then your medication will also be free. For further information go online to Pharmacy First: (<http://www.southwarkccg.nhs.uk/news-and-publications/Campaigns/Pages/Pharmacy-First.aspx>)



**Friends & Family (FFT)
Survey Results**

June 2016: 96% 4% 0%

Response Rate: 33%

Comments: Positive 45; Negative 1
Passive Nil

July 2016: 89% 7% 4%

Response Rate: 30%

Comments: Positive 32; Negative 3
Passive 1

Aug 2016: 93% 7% 0%

Response Rate: 35%

Comments: Positive 25 ; Negative 2
Passive 0

Our Practice Ethos

We work hard as a Team to provide a high quality service to our patients with a personal and caring approach, in a friendly environment.

Our focus is always on ensuring our patients have a good experience and our efforts are reflected in the regular positive comments we receive in the monthly Friends and Family Test Surveys, available on our website, www.306medicalcentre.nhs.uk.

We provide a safe, caring, responsive, effective, well-led, environment for our staff and patients.

Themes - FFT Feedback July- Aug 2016



To remove your name from our mailing list, please email us to the address below.
Questions or comments? Email us at SOUCCG.306medicalcentre@nhs.net or tel 0208 693 4704

Child Health Clinic *Change in Venue & Frequency*



Our very popular health visitor led Child Health Clinic will now take place every Wednesday from 12.45pm – 2.15pm (arrive before 2pm to be seen). **The location has changed and it will now take place at Townley Road Clinic, 121 Townley Road SE22 8SW.**

This clinic offers you the opportunity to discuss your child's growth and development and to seek support and advice with parenting and your own health and well-being. Activities at the clinic include weighing your baby, 6 week checks and any advise.

This service is provided by Guys & St Thomas' Community Services.

Patient Participation Group (PPG)

Did you know that our PPG played a vital role during the recent CQC inspection?

We are keen to make our PPG truly representative of our practice population. We particularly need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups to enhance our Group. If you would like a say on how your surgery is run please sign up.

Surgery Improvements

We have now completed our premises improvements which amongst other areas in the main included:

- ◆ Installation of automatic doors to enhance patient access.
- ◆ Soundproofing works to the nurse's consulting room adjoining wall to the waiting area.
- ◆ A further ramp to the staff entrance to enhance access for LAS trolleys and emergency fire exit.
- ◆ Bike parking facility in the back garden

If you are interested in joining our PPG please email us on:

SOUCCG.306medicalcentre@nhs.net