



Cherrymead Chat



Summer 2017

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Friends and Family Test

We wrote about the Friends and Family Test [FFT] in the Spring 2016 issue of Cherrymead Chat. NHS England requires all GP Practices to use the FFT. They must report its results to the NHS every month. Responses can be on paper forms or by text message.

At that time, nearly 90% of responses were positive. However, we were only receiving about 60 responses a month from more than 2300 appointments. Since then, we have changed our system to make text responses easier. That has increased our responses for each of the last seven months to over 200, with more than 300 in two of those months. The positive responses have also increased and now average 91%.

We thank all patients who have responded and welcome comments in the "Please tell us why you gave that response" section. Those anonymous comments are discussed each month by the Surgery staff and the PRG members. They give us a better idea of Patient views.

The answers to the Test question range from "extremely likely" to "extremely unlikely", with also a "don't know" option. They are given score codes from 1 to 6. Some patients have given good comments but a bad score. Hence, it is possible that they have not understood the scores. **The "extremely likely" score should be 1, with 5 as the lowest score.** If that is the case, our positive score percentage should be a little higher.

Finally, please do not use FFT to make a complaint. As the FFT responses are anonymous, any complaint cannot be followed up. If you have a complaint, please write to the Surgery, by letter or email. Another option is for you to arrange a meeting with the Practice Manager. There are "Complaints" leaflets in the Surgery. They give details on how complaints are handled.

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Bank Holiday Opening

Cherrymead Surgery will be closed from 6:30pm on Friday 25th August. We will re-open as usual on Tuesday 29th August

Thurs 24th August	08:00 - 18:30
Fri 25th August	08:00 - 18:30
Sat 26th August	CLOSED
Sun 27th August	CLOSED
Mon 28th August	CLOSED
Tues 29th August	08:00 - 18.30
Weds 30th August	08:00 - 18.30
Thurs 31st August	08:00 - 18.30
Fri 1st September	08:00 - 18.30

Please will you ensure you have enough medication to last over the Easter weekend and that any routine medical issues you have are dealt with before 1pm on Friday 25th August.

Training Afternoons

Cherrymead Surgery will be closed from 1pm on :

Tuesday 12th September

Wednesday 11th October

Thursday 16th November

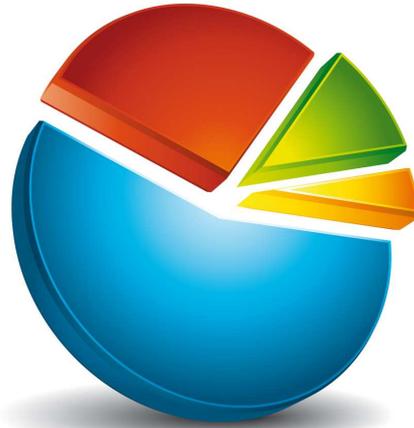
Patient Survey 2017

We have just completed the collection of data for the Patient Survey. We thank all those that completed a questionnaire for us. Here we give some initial comments on the results.

Your Opinions

Our previous surveys have asked what the surgery could do to improve its service. This year we also asked what you particularly like about the Surgery. More than two thirds of respondents gave answers to those questions. Many praised the staff and/or the appointment booking system. In contrast, the second most common suggested improvement related to issues with the appointment system by workers. That was followed by requests to be able to book ahead. The most common related to 'long' waiting times. All your comments will be discussed by the Surgery and the PRG. The aims will be to:

- Maintain what you particularly like.
- Determine whether actions can be taken to address your concerns.



Patient Access

The questionnaire asked if the respondent knew that Patient Access could be used to make appointments, request repeat prescriptions, and to view medical records. Just over half knew the first two. Only a quarter knew that Patient Access could be used to view medical records including test results. However, each of those values rose to over three quarters of those registered for Patient Access. Hence, it appears that the great majority of those registered for Patient Access are aware of its options. The results suggest that more could be done to inform patients of the benefits of the service.

Waiting Times and Appointment Satisfaction

The spread of waiting times after booked appointment times was similar to that shown by the 2016 Survey with 56% saying they waited less than ten minutes to be seen. However, there is an indication that the average wait is now a little longer.

As in previous years, patients were asked how good the GP or Nurse was at:

- Giving them enough time
- Listening to them
- Explaining tests and treatments
- Involving them in decisions about their care
- Treating them with care and concern

At least 93% said that the GPs were either 'excellent' or 'good' at each of these. The values for the Nurses were 99% or 100%.

Cherrymead Chat

Patients who have read issues of the Newsletter were asked the subjects they would like it to include. We have added those to the list suggested at the 2016 survey. We will try to include at least one in each issue.



New Staff

We are pleased to announce that we have a new member of our practice team:

Rimple Patel

Clinical Pharmacist

A clinical pharmacist is an expert in medicines and aims to ensure the safe and effective use of medicines to improve patient care. Appointments can now be made for medication reviews.

Role of clinical pharmacist:

- Conduct medication review clinics to discuss your medication in depth, optimise and synchronise medication.
- Resolve medicine issues and provide advice.
- Check medication changes following a hospital admission, and ensure patients receive the medicines they need following discharge.
- Management of repeat prescribing process to improve access to medicines.

By having a pharmacist on our team, we aim to reduce waiting times for appointments, improve patient health outcomes, improve screening and diagnosis of chronic and common ailments, reduce A&E admissions and attendances, reduce medicines wastage, and overall, improve patient safety regarding use of medicines.

Cystitis



What To Do If You Have Cystitis

Cystitis is bladder inflammation. It is not always, it is due to infection with bacteria. Side effects such as rash, thrush, and diarrhoea may occur. There is also the chance of developing bacteria which become resistant to several antibiotics. Hence, it should not be treated with antibiotics unless it is essential.

You can **self-care** by drinking six to eight glasses a day of non-alcoholic fluid. Avoid caffeine and sugary drinks. Some people find cranberry juice helpful, though the evidence is not conclusive.

If you get worse or you do not improve after five to seven days, seek medical advice.

Common symptoms of cystitis include passing urine more frequently, burning when passing urine, wanting to go immediately, and going at night. There may also be blood in the urine, and pain low down in the abdomen.

If your symptoms are severe, or you have three of them and no vaginal discharge, you may need antibiotics for an infection.

Speak to your doctor who will assess you. Then they will prescribe antibiotics, request a urine sample, or ask you to come to surgery for an appointment.

Antibiotics are prescribed in line with guidance from the Bucks Medicines Management Team. That increases the chance of bacteria being treated with the correct antibiotics the first time and reduces the number of courses prescribed. You should also follow the self-care measures above.

Active women who are not pregnant

If your symptoms are mild and you have only one or two of them, with or without vaginal discharge, antibiotics are less likely to help. The symptoms of mild cystitis usually last five to seven days.

You should seek medical advice urgently if you:

- do not improve after 48 hours of antibiotics
- get worse
- develop fever, chills, muscle pains, confusion, drowsiness, or vomiting
- have blood in the urine,
- have a temperature below 36°C or above 38°C,
- Get kidney pains in your mid back, under the ribs or stop passing urine.

To try to prevent cystitis and infection

Make sure you drink enough fluid to make you pass urine regularly. Pass urine as soon as feel you need to, and both before and immediately after sex. Wipe from front to back after you go to the toilet and before and after sex. If you have finished the menopause, hormone vaginal creams may be helpful.

Men, people with diabetes, women who are pregnant or frail, and children with symptoms of cystitis should always seek medical advice.

Email and Text Messages



Do you have an email address?

Have you given it to the Surgery?

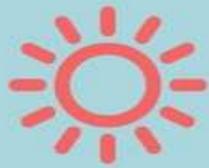
Have you given permission for the Surgery to contact you using it?

The Surgery has email addresses for over 4500 adult patients. A third [1500] of those patients have not given permission for their email address to be used to contact them. Hence, the Surgery cannot use them. Please enable their use.

The Surgery uses email to give patients information on health promotion, practice news, and practice events. These include links to the latest issue of this Newsletter. Email is the most efficient and cost effective way to do these. Appointment reminders are sent by text messages.

You can get these by completing a consent form on the Surgery website. Click on "Text message reminder" at the bottom of the Home page and then on "Communication Consent Form".

Alternatively, you can get a "Patient Online" form from Reception. That registers you for the email and text services and also for "Patient Access". It enables you to book appointments, get repeat prescriptions, and view your medical record, including test results, online. A version of that form is also on the Surgery website. Click on "Online Services" at the top of the "Home" page and then on "Patient Access" and "Register" for the form.



SUN SAFETY



Cover Up

If it is understandably sweltering, wearing clothing can be difficult, but when possible covering up can help protect against UV rays.

STEP
1



Shade

While it is tempting to soak up the sun, seeking shade under an umbrella, tree, or shelter can help reduce exposure to harmful UV rays.

STEP
2

Sunscreen

Sunny, partly cloudy, no matter what level of sun, it's important to apply sunscreen. And don't forget to reapply when you're spending a lot of time outside!

STEP
3



Hydrate

When you're in the sun and heat, it is critical to keep hydrated by drinking lots of water!

STEP
4



Shades

Your skin isn't the only thing that needs protection from the sun, wear sunglasses to protect your eyes against UVA and UVB.

STEP
5



For more information on how you can get involved with the Patient Reference Group come and meet us at one of our regular Meet The PRG sessions or email us directly at : prgcherrymead@gmail.com

Cherrymead Surgery Patient Reference Group
prgcherrymead@gmail.com