**WELCOME !!**

Hello and welcome to the first edition of our practice newsletter. We have created this newsletter to help keep our patients informed of what’s going on within the practice, such as our achievements and new services. Let us know if there is anything you would like to see regularly in this newsletter and we will do what we can to facilitate this. To get more involved, why not join our **patient participation group** – for more details ask at reception or visit our website: www.littlebusheysurgery.nhs.uk

# http://www.parkhousemedicalcentre.com/website/C84709/files/CQC.jpg CQC Inspection

Little Bushey Surgery was inspected by the CQC (Care Quality Commission) on the 03rd March 2015 using their new method of inspection.
This involved an announced comprehensive inspection of the services and care we provide to our patient population.
The inspection report and findings were officially published on the 10th September and we are delighted that the practice has received an overall rating of **GOOD**.
Specifically, the CQC found the practice to be good for providing well-led, effective, safe, caring and responsive services. They found that we were **OUTSTANDING** in being a caring and compassionate practice.

 The inspectors were with us all day, speaking to staff and patients and you will see from the report that, as a Practice, we can celebrate the service we provide and you can feel assured that we have processes and systems in place to ensure that our staff are supported and trained to deliver the high quality service you expect. The full report can be accessed by visiting the following website: http://www.littlebusheysurgery.nhs.uk/userfiles/image/reg\_forms/CQC\_Report\_and\_Rating\_2015.pdf

**The practice is committed to providing a service we can be proud of and we would like to thank all our patients for their support.**

** Patient Access Online**

Patient access is a new service offered by your practice.

With patient access you can now access your GP services online at home, work or on the move, wherever you can connect to the internet. What’s more, because Patient Access is a 24 hour service you can do this in your own time day or night.

At present if you sign up to patient access you can:

- Order your repeat prescriptions - Book your appointments

- View your repeat medication list - View your recorded allergies

This is a confidential secure system where your personal details are encrypted and protected using the highest internet security, so it cannot be intercepted.

To sign up for this service Please speak to a member of the reception team.

** Friends & Family Test**

All GP practices are taking part in the Government initiative to find out if you would recommend our Practice to your Friends and Family.

Please complete the Friends & Family questionnaire available in the surgery or on our website

Your comments and suggestions will help us to evaluate any areas for improvement.

 **Electronic Prescribing Service**

The NHS has introduced a new way to get your prescriptions and from 24th November 2015, Little Bushey surgery is moving to Electronic Prescribing.

 Electronic prescribing is an NHS service that allows patients to choose to have their prescriptions sent electronically to a nominated pharmacist. You will no longer need to collect your repeat prescriptions from the Practice. Instead we will send your prescription electronically to your chosen Pharmacy, **near to where you live, work or shop.**

**You may not have to wait long at the pharmacy** as your repeat prescriptions can be made ready before you arrive.

You must nominate a pharmacy of your choice and give them your consent to receive your electronic prescription automatically. When you have nominated the pharmacy this will automatically appear on your medical record. This service will be most useful for you if you have repeat prescriptions.

** TELEDOC: Telephone consultations with GPs**

We are delighted to launch our **NEW telephone consultation service** from 19th October 2015. The new service is designed to help you get the appointment you need, when you need it.

**When you call to book an appointment, you will now be offered the choice of booking a TELEPHONE CONSULTATION with a GP.**

Telephone consultations can be booked for urgent and non-urgent problems and can pre-booked up to 2 weeks in advance or on the same day. We have created more available appointments and a more efficient appointment system to provide you with a range of appointment options.

Help us to help you. If you have any comments or suggestions please let us know.