

Emperor's Gate Surgery Newsletter

D R S K I N G , S T O T T , A N D P A N K H U R S T

SPECIAL POINTS OF INTEREST:

• Care Quality Commission (CQC)

In early May, the CQC inspectors came to the Practice to assess our services, in line with new Government legislation. We are awaiting the final report, which will be uploaded on our website as soon as it arrives. The initial comments were very positive.

• Our Website

Remember, you can book appointments and request repeat prescriptions online. Speak to a member of staff to register.

• Carers' Week 9-15th June

We will be promoting the Carers' Week which is happening this June. Come and visit us during this week if you are a carer or would like to find out more. Information at: www.carersweek.org/

• MOT Health Check

Are you over 40 with no diagnosed, pre-existing health conditions? We have special 45 minute appointments for you. Ask at reception for more details and to book.

• Shingles Vaccinations

We are offering vaccinations for **shingles** to all patients turning 70 in September.

• 75+ Patients

All patients over this age will be under a specifically named doctor to co-ordinate their care. This will be your usual doctor. If you see various doctors, one will be assigned for you.

RESULTS OF THE SURGERY'S ANNUAL PATIENT SURVEY

We recently conducted our Patient Survey, in order to find out what our patients think about the services and level of care we provide.

We composed a new list of questions with members of the Patient Participation Group. The questions were on two topics: Level of Care and Administrative Matters.

There were five main follow-up points from last year's Questionnaire. Firstly, we have continued to advertise our **website, leaflet, and newsletter**, and to subsequently use these to explain our services. Thirdly, to continue to promote **continuity of care**. Fourthly, to continue to

improve the **care** offered by the reception staff. And finally, we have made **booking appointments online** possible as this was suggested by several patients.

We found the results of this questionnaire to once again be **positive**, with a few comments, which will comprise the 2014 Action Plan:

1. **Health Promotion**—to make patients aware of the external services which are available, through posters and hand outs. There is an 'Expert Patient Service' starting on 23rd May.

2. To inform patients how to complain and **give feedback**, whether positive or negative,

through the website, via NHS Choices, or through our suggestions box.

3. Inform and educate patients about **alternatives to A&E**. We are trying to minimize unnecessary attendance at A&E through our triage system whilst we are open, and through the **Out of Hours Services** whilst closed.

4. To continue to promote the **website, leaflet, and newsletter**.

For a more detailed report from the Questionnaire and details on how to join the Patient Participation Group, please visit our website:

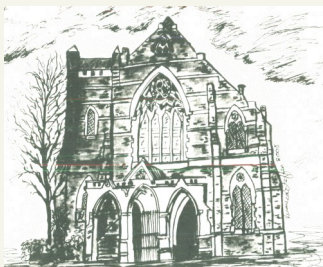
www.emperorsgate.org

S Y S T M O N E

In July 2014, the Practice will start a borough-wide **computer system migration**. This will be quite a big change for the Practice, as we have been using the same system for fifteen years, so please bear with us whilst we get it up and running. We apologise for the disruption, but in

order to facilitate the migration, we will only be running emergency appointments from Friday **4th July until 18th July** (inclusive). Please also make sure that you request any repeat prescriptions **before or after** these dates.

WE'RE ON THE WEB!
WWW.EMPERORSGATE.ORG



D R S K I N G ,
S T O T T , A N D
P A N K H U R S T

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The Surgery can now be found online—our website is: www.emperorsgate.org. Here you can find information about the Surgery's services, a page where you can request your repeat prescriptions online, and an online appointment booking system. We also have an email address: emperorsgate@nhs.net, through which patients can also request their regular medication.



S E R V I C E S P R O V I D E D B Y O U R N U R S E S

Sometimes you may have a problem which does not need the attention of a Doctor. In the following situations our nurses are capable of providing you with assistance instead:

- **Asthma, Diabetes, and COPD** reviews—annual or more frequent check-ups for patients with the above chronic conditions.
- **MOT**—check-up for patients between the ages of 40 and 75, who have no diagnosed conditions.
- **Morning blood tests**—as indicated and requested by your GP.
- **Wound care**—dressing changes and stitch removal.
- **New Patient Checks**—both of our nurses perform the New Patient Registration Checks.
- **Contraception advice**—initial and subsequent prescription checks.
- **Smears**—for women, usually between the ages of 25-65.
- **Smoking cessation** advice—initial consultation and regular follow-ups to check with progress.
- **Sexual health checks**, and on the spot HIV tests for new patients.
- **Travel Health Advice**—appropriate vaccinations, advice, and anti-malarial prescriptions.
- **Childhood Immunisations**—these will be changing from this Summer onwards. The new schedule will include an oral vaccination for **rotavirus**, a very common and potentially serious large bowel infection of young babies. The new schedule will be:
 - Two months old:** 1st dose Diphtheria, tetanus, pertussis, polio, and Haemophilus influenza type b (Hib). 1st dose Pneumococcal. 1st dose Rotavirus. (2 injections, 1 oral)
 - Three months old:** 2nd dose Diphtheria, tetanus, pertussis, polio, and Hib. 2nd dose Rotavirus. 1st dose Meningitis C. (2 injections, 1oral)
 - Four months old:** 3rd dose Diphtheria, tetanus, pertussis, polio, and Hib. 2nd dose Pneumococcal. (2 injections)
 - Between 12 and 13 months:** Booster Hib and Meningitis C. 1st dose Measles, Mumps and Rubella (MMR). 3rd dose Pneumococcal. (3 injections)
 - From three years four months:** Booster Diphtheria, tetanus, pertussis, and polio. 2nd dose MMR. (2 injections)