

Western Elms Newsletter May 2018



Hello Summer...

CQC VISIT

You may remember we had our visit from the CQC back in January of this year, we have received our outcome which is GOOD. Thank you for all of your lovely comments and support we received during this. It's lovely to hear our patients are very happy with the care we provide at the surgery. If you would like to read the report please visit the CQC website.



ONLINE SERVICES

We are rated by NHS England as to our usage of online services. Therefore we will be promoting that everybody needs to change from Vision Online and re-register with Patient Access as of 8th May, this is also due to the change in our clinical system as of May.



PATIENT CAR PARK

Please take extra care when entering or walking through the patient car park as there is a dip near the entrance. Please avoid walking through the patient car park and walk on the pathway. We are aware that this is an issue, however the building works are due to commence shortly and will be used by heavy goods vehicles and a crane constantly, so will be in worse disrepair and will be fixed in due course after the building work has taken place.

CIRCUIT LANE

We mentioned in our last newsletter that we had been chosen as the preferred provider to take over the management of Circuit Lane with immediate effect. It has now been a month of Western Elms working with Circuit Lane and we are really happy with the progress that's been made so far. Their patient list is growing and the Friends and Family test results are improving!

Please be reassured this will not affect the surgery and our staff will remain the same. This is an exciting opportunity to work together in providing the best quality of care to both surgery's patients and an opportunity to learn from one another.

WWW.WESTERNELMS.COM

BUILDING WORKS

Unfortunately the building works has started later than originally anticipated, this is due to confirmation of the contractor, which has been confirmed for 35 weeks rather than 52. We will be down to half a building as of week commencing 14th May.

Over the past 2 years our patient list size has grown by 2000 patients meaning our GPs have list sizes of 2500 patients. By building an extension and expanding the surgery we will gain a further 5 consulting rooms and training room. This means we will be able to employ more GPs so your registered GPs list size will decrease providing you with continuity of care. This is something we pride ourselves on at Western Elms as when registering at most surgeries they register you to the surgery and not to a GP. If we do not get the extension the GPs lists will continue to grow to who knows where... We are doing this for everyone's benefit but please do bear with us as this means whilst the building works are happening we will only have half a building to operate in. We will only have 8 consulting rooms to use 5 will be used by GPs and 3 used by Nurses.

We have had to ask midwives and physiotherapists to see patients elsewhere as we need to facilitate on the day demands. To begin with we will have on the day appointments only whilst we start to understand our on the day demands, prebookable appointments will be Saturdays only. We will be open Saturdays 08:30-16:30 for our prebookable appointments. The patient car park will not be in use during this time as it will be used by heavy goods vehicles and cranes. We appreciate this limits parking options, we suggest to plan ahead and where possible use public transport. Whilst we appreciate this may be frustrating, please remember our receptionists did not decide to do this. As a team we are all contributing and working together to provide the same level of care to our patients. If you have any concerns please ask to speak to a Duty Manager.

NEWSLETTERS

Do you keep up with our monthly newsletters? If you would like one electronically please email us on we.patientgroup@nhs.net we can then add you to our virtual group and you will be sent one each month to your email along with a set of the PPG meeting minutes.



COMINGS AND GOINGS...

We are delighted to welcome new Practice Nurses Bonita, we are sure you will see her around very soon. We also welcome new Locum GP Dr Horne, and a new Practice Pharmacist Christina, alongside Parminder who will be working across both surgeries. Additional to this we have a new receptionist—Emily!

Our Practice Nurse Emma Skuse will be leaving us for maternity leave this month and we all wish her well in this exciting time ahead!



Please let us know if you change your mobile number so we can update our records and ensure you continue to receive appointment reminders!