



# Abbey Notes

Published by the Abbey Medical  
Centre Patient Participation Group

Issue 15  
February 2015

## New GPs cover for Dr Dickinson

DR JENNY Dickinson is on extended leave from the practice for a year and will be returning in February 2016.

To replace Dr Dickinson for the next year we have two salaried GPs joining us from the week beginning February 23.

Dr Petronela Notingher will be working Tuesday morning, all day Wednesday and Friday morning.

Dr Erica Bailey will be working Thursday morning and Friday afternoon.

Dr David Cavanagh will be changing his days to working all day Monday, Tuesday and Friday.

We would like to welcome our new GPs to Abbey.

## Spotlight on quality of care at surgery

WITHIN the next month or so, Abbey Medical Centre, along with the other practices in Nottingham West Clinical Commissioning Group, will receive a visit from the Care Quality Commission.

Many of you will be aware that the CQC has been inspecting Care Homes, Dentists and now General Practices, since 2013.

The inspection will last a day, when a team from the CQC, including a GP, a Nurse and a lay person, will talk to all staff as well as patients attending the practice. The premises will be inspected and practice policies and other documentation will be read.

Most important is the patient experience and the inspectors will be very keen to hear your views. Prior to the visit, comment cards will be available in the waiting room for patients to complete. The practice will then be given a

rating based on the findings from the day and other information on our performance and our patient experience which was available to the inspection team prior to the visit.

This is your practice and your views are important, so please complete a comment form when they are available in the waiting room. This will be once the inspection date is announced so we will inform patients of this as soon as we know. You can also leave a review on the NHS Choices website on [www.nhs.uk](http://www.nhs.uk)

The practice team is proud of the excellent care we give our patients and we look forward to talking with the inspection team on the day.

Also, don't forget that members of the practice's Patient Group are there to listen to your views and their contact details are available in the waiting room or on our practice website.

---

## Practice responds to patient survey comments

SINCE the Dignity and Respect survey in June last year, moves have been made to address some of the issues raised.

The practice now opens extra hours on Thursday afternoons and quotes are being sought for automatic entrance doors.

More blood test appointments have been made available and the patient test reminder system has been checked and seems to be working properly.

It is difficult to change the layout of the path to the practice, which was mentioned by only one

patient. It is also felt the car park is a reasonable size, though sometimes full and the one disabled space is sometimes in use. But there is parking on side streets nearby.

Of the 37 comments made, the practice and patient group were very

pleased that 22 of these were extremely positive with comments such as "very satisfied, excellent service" and "my treatment with all at the practice has always been exceptional".

Nearly 200 patients took part in the survey.

---

## Who's who at the surgery?

**What is your name?** Janice Phillips

**What is your role at the Abbey Medical Centre?** Secretary and receptionist and part-time phlebotomist

**How long have you worked there?** Nearly 13 years.

**What do you like most about your work?** Doing preventative medicine like the flu clinics for the rapport with patients.

**What are the things that most annoy, irritate or just plain bug you?** Chasing up information from



**Janice Phillips**

the hospitals, such as letters and reports on our patients, so that the doctors here can have continuity of care.

**Outside the surgery?** I am married with three children and live in Bramcote. I run a Rainbows pre-Brownies group and also help with Brownies and Guides. I am a church member at Chilwell Road Methodist Church, Beeston, and I help to run a cafe at St Barnabas', Inham Nook. I enjoy knitting and crafts.

## Online access to medical records

FROM April 1, 2015, patients will be able to access parts of their medical record online if they wish. In the same way that you can go online and order repeat medication or book a GP appointment, you will be able to register to access parts of your medical record.

A basic summary will include your repeat medications, allergies and sensitivities.

If you wish to do this, speak to a receptionist and they will give you a form to complete, giving the practice authority to set this up. If you already book appointments and order repeat medication, you will still need to let reception know that you would like to also be able to view your summary care record.

There is also a facility to make additional medical information available to patients and if you want this arranged, you need to discuss this with your GP.

There is a leaflet on reception about this new initiative.

## Question time

A FORM is available on reception asking patients whether they would recommend the Abbey surgery to friends and family.

It is part of a Government initiative called the Friends and Family Test, which you can fill in.

The form asks only two questions: "Would you recommend the surgery to your friends and family?" and "Is there anything you wish the practice to change about your care or treatment, to improve your experience?"

The practice will collate the information and send the results to NHS England each month.

## Call out to people in need of a chat

**UNDER discussion at the January meeting of the patient participation group was the issue of how to contact patients who may feel isolated and vulnerable.**

It is widely accepted that the general health of people without a good support network of family or friends can suffer.

Mind, the mental health charity, says: "As social beings, most of us feel the need for rewarding social contact and relationships.

"One common definition of loneliness is that it is the feeling we get when our need for this type of contact is not met."

Loneliness can lead to anxiety and depression, which may make social contact difficult.

According to Mind, there are many situations that might make you feel isolated or lonely.

For example, if you lose a partner or someone close to you; are a single parent or caring for someone else – you may find it hard to maintain a social life; retire and lose the social contact you had at work; are older and find it difficult to go out alone; move to a new area without family, friends or community networks; belong to a minority ethnic group and live in an area without others from a similar background; have suffered discrimination because of a disability or through your gender, race or sexuality or have experienced abuse which makes it hard to form friendships.

We are wondering if any of our patients would benefit from a friendly cup of tea and a chat here at the practice.

If you think this is a good idea, either leave your name and contact number with the receptionists, or call Sue McNab, the patient group