

## **MARCH 2015 NEWSLETTER**

### **CQC Visit**

The Care Quality Commission will be inspecting the practice on Thursday 5<sup>th</sup> March. We shall try to minimise the disruption to surgeries during this visit but some will inevitably occur. Additional appointments will be offered on Wednesday 4<sup>th</sup> March to maintain patient access.

If you have the time and would like to complete one of the 'patient experience' cards available at the front desk and then 'post' the card into the CQC post box, this would be most helpful.

### **Medicines Waste**

The CCG Medicines Management Team has launched a 'waste not want not' campaign to try to improve efficiency within the NHS. Wasted medicines are estimated to cost £1 million in St. Helens alone every year. We all have a duty not to order items unnecessarily, not to lose medication and leave it on holiday. Leaflets are available in the surgery but the main points are as follows:

1. Only order what you need
2. Finish your course of antibiotics
3. Don't stockpile medication
4. Review your medication regularly with your GP or pharmacist to ensure it is still needed.

Money saved through less waste is then available for other resources within your local NHS.

### **Electronic Prescribing Service**

You do not need a computer for this but if you tend to regularly use the same chemist please enquire at the chemist about the advantages of signing up for the electronic prescribing service. Currently we have a 42% uptake and would like to increase this further as it simplifies the repeat prescription process and cuts some of the inconvenience. Please note, certain items currently will not transfer via EPS – specifically controlled drugs (strong painkillers and some sleeping tablets). Your chemist would need to know to collect this part of the script in person.

If you use one chemist for your main prescription but a different chemist for specialised items (for example, colostomy products) it is important to let the front desk staff know that specified items should go to a different pharmacist.

### **Mandatory Training**

You will be pleased to learn all clinical staff has recently received their update cervical smear programme training in addition to all staff renewing their annual CPR training. Please try to avoid testing us by putting the CPR training into practice!

### **Patient Satisfaction Survey**

We were delighted to discover recently we had done really well in a national survey of patients about their GP practice – making the top 10 surgeries in Merseyside. We now have to aim for the top 5!