

Practice News

August 2018

Text Messaging Service – Update

We offer a new text messaging service to remind patients about future appointments they have booked—you can cancel these appointments by replying to the text.

We can now also use this service to notify you of any important information and use it to gather feed-back from our patients.

Please ensure you keep your mobile telephone number up-to- date in order to utilise this service. If we are not supplied with your most up-to-date mobile telephone number, we cannot send any reminders or information.

If you have changed your mobile telephone number recently please contact the surgery to update your details.

CoCo Needs You !

We are fortunate to have a thriving Compassionate Communities (CoCo) Group associated with the Practice and providing support for frail and vulnerable people in the area.

This group of volunteers give a few hours each week to support people in our community by undertaking such tasks as phoning them on a regular basis; calling in for a chat; accompanying them to the shops or assisting them in those little tasks of daily living such as household paper work, walking the dog or a bit of gardening.

However the need for support is growing and the group are currently close to capacity for the number of people they can help. CoCo are looking for more volunteers who would be willing to spare a few hours each week - **could this be you?**

Full training and support is provided for all new volunteers and you will be making a real difference to someone in your community.

Interested? Then either leave your contact details with reception at Much Wenlock or Cressage Medical Practice or email the CoCo Co-ordinator, Barbara Whitehouse on muchwenlockcoco@nhs.net

STAFF NEWS

In August we are wishing a fond farewell to Dr Evitts who has worked at the Practice for nearly 10 years now. Dr Evitts is a valued member of the clinical and practice team. We know many of you will miss her and will join us in wishing Dr Evitts all the very best in her future career.

BLOOD TEST APPOINTMENTS

From Monday 12 August all Health Care Assistant **blood test appointments** will be 5 minute rather than the current 10 minute appointment time slots. We are implementing this change to increase the availability of appointments we can offer patients. Patients will be advised at the time of booking a **blood test** appointment that the appointment will be for a **blood test only**.

If are attending the Practice for a blood test, it would be helpful if you would remove any outer garments such as coats or jumpers so that you are ready to have your blood taken when called. This will help to ensure patients are seen on time and the blood test clinic runs efficiently. Thank you.

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The Friends and Family Test Questionnaire – Patient Guide.

The Friends and Family Test (FFT) is a short questionnaire that asks patients if they would recommend our Practice to friends and family if they needed similar care or treatment. The FFT is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experiences. Listening to the views of patients helps identify what is working well, what can be improved and how.

The FFT asks people if they would recommend the services of our Practice and highlights both good and poor patient experience. This kind of feedback is important to us as it provides valuable information about the service, care and treatment our patients are receiving when they visit the Practice.

How Patients Complete the Friends and Family Test (FFT)

The FFT questionnaires are available:-

- Paper copies - in the waiting rooms at each Practice - please help yourself.
- On the check-in machine at both sites.
- Through our practice website; www.muchwenlockandcressagemp.co.uk

What happens to the data we collect from the Friends and Family Questionnaires?

The feedback gathered through the FFT questionnaires are collated each month. Any comments made by patients, positive and negative, are shared with the Practice team. If there are any areas of improvement highlighted by patients this is reviewed by the Practice Manager and the appropriate action taken.

We also report the FFT data to NHS England each month. NHS England collect this data on a national level throughout all NHS Organisations. The FFT data provides a broad measure of patient experience that can be used alongside other data to inform service improvement and patient choice.

Why not complete the NHS England Friends and Family Test next time you visit the

MAY BANK HOLIDAY PRACTICE CLOSURE DATES

MUCH WENLOCK AND CRESSAGE MEDICAL PRACTICE WILL BE CLOSED FOR THE BANK HOLIDAY ON:

Monday 27 August 2018

The Practice will re-open at 8.30 am on Tuesday 28 August 2018

SHOULD YOU NEED URGENT HEALTH CARE DURING THIS TIME, PLEASE CONTACT:111