

Much Wenlock & Cressage Medical Practice

# Practice News

September 2015

## YOUR NAMED ACCOUNTABLE GP

It is a Department of Health requirement that every patient has a named accountable GP with responsibility for their overall care

At Much Wenlock and Cressage we already have a system in place where every patient registered with the practice is allocated a named accountable GP or “usual” GP. Patients joining the practice are allocated whichever GP partner has the lowest number of registered patients at that time. If you wish to know which GP is listed as your usual GP, please ask reception.

**It is important to note that you are not restricted to seeing the doctor listed as your usual GP; patients may continue to book appointments with any of the doctors working at the practice.**

If you have a preference as to which GP will be your named accountable GP please inform reception and we will make all reasonable efforts to accommodate this request.

## 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-ordinators, Barbara and Louise on [muchwenlockcoco@nhs.net](mailto:muchwenlockcoco@nhs.net)

## NEW FACES

Dr Firas Nasr has joined the practice for a one year placement to complete his post graduate training as a General Practitioner. He will be working at both Much Wenlock & Cressage sites.

Dr Livesey will be temporarily leaving the practice in the Autumn for maternity leave. We are pleased to confirm that we have secured Dr Steven Lonsdale as a locum for the term of Dr Livesey's leave.

Dr Lonsdale is an experienced GP and has already covered some appointment sessions for us.

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## ONLINE PRESCRIPTION ORDERING

It is no longer possible to order repeat prescriptions via our practice website. If you wish to order prescriptions online, please register with Patient.Co.UK – ask at Reception for further details.

The contact email address for the Practice [muchwenlockmp@nhs.net](mailto:muchwenlockmp@nhs.net) is for general practice enquiries and is not to be used to request prescriptions as they will not be processed.

## FRIENDS & FAMILY TEST(FFT)

As you may be aware if you have visited the Practice recently the FFT is a short questionnaire designed to measure satisfaction with the services provided by the Practice, the results of which are fed back to NHS England on a monthly basis.

The results for the six months from January to June 2015 are shown below.

REPLIES RECEIVED	EXTREMELY LIKELY	LIKELY	NEITHER	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW
72	42	10	8	7	4	1

We would like to increase the number of responses received to the questionnaire and you may be asked by the clinician you have seen to complete a questionnaire on your way out.

There are various methods of completing a questionnaire:

- Through the check in system at both sites – select the surveys button
- Via the online form on our website
- Completing a form, available at reception

Thank you for your help with this questionnaire

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