

FOREST HILL ROAD GROUP PRACTICE

SUMMER 2016 NEWSLETTER

Patient Participation Group

Thank you to all those who attended the last Patient Participation Group (PPG) Meeting on Wednesday 29th April 2016. The minutes from this meeting are now available on our website –

www.fhrgp.co.uk.

The next PPG Meeting will be in September 2016 – exact date to be confirmed.

New appointment system

We launched our new appointment system in April 2016 and, so far it has been a great success – more appointments (both on-the-day and in advance), a much shorter wait for routine appointments and a variety of appointment types (telephone appointments and face-to-face). We are keen to hear your feedback about the appointment system.

Improving care for our patients with Diabetes

As a practice, we are committed to improving the care of our Diabetes patients.

- **Are you due for a diabetic review?** Please book an appointment with one of our experienced practice nurses or with our experienced practice-based Pharmacist (Rachel Norris), who are all able to do your full diabetic checks and can advise regarding medication.
- **Do you need ongoing dietary or lifestyle advice?** Talk to one of our nurses about referral to DESMOND
- **Diabetic foot checks** – summer is the perfect time to have your feet checked!
- **Dedicated Diabetic Clinics** – these will be taking place regularly from August 2016
- **Flu jabs** – plan early to protect against flu. Flu jabs will be available from September 2016

Care Quality Commission (CQC) Inspection

The practice underwent inspection by the CQC on 12th April 2016. The full report is available via our website.

Our overall CQC inspection rating was “Requires Improvement” and we were rated **“Good” in respect to being caring and responsive to our patients’ needs**. We have already taken measures to address those areas requiring improvement and will keep you updated.

Staff update

- Patient Services Manager – we are very pleased to have recruited a Patient Services Manager (Mr Manje Abeygunasekera) who will assist our Practice Development Manager (Ms Sonia Stykova) in the smooth running of the practice. He is starting in August 2016.
- Dr Matthew Hope (our new male GP registrar) will be joining us in August 2016 for 6 months
- Dr Knoxley Greaves will be retiring from the practice in November 2016, after 12 years with us.

Pharmacy First

Remember to use the Pharmacy First Minor Ailments Scheme for those annoying seasonal complaints such as hayfever or insect bites. You can also obtain free treatment for many childhood minor illnesses such as headlice, threadworm and symptom control in chickenpox.

FINALLY, PLEASE STAY SAFE IN THE SUN

- avoid direct sun in the hottest part of the day (11a.m-3p.m)
- cover up with long sleeves and a hat
- use sun protection with an SPF of over 15 and re-apply regularly
- see your GP for any changing moles