

# Grove Road Surgery Newsletter

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## Editors Comments

( Stephen Fowler, Practice Manager )



Well the April rains / floods have passed, the hosepipe ban is in force, temperatures are 24-27°C, we are melting and complaining about our good old British weather. The Diamond Jubilee, Olympics and European Football Championships will be with us shortly, so it will not be long before we all have something else to moan and groan about. Thank you for all your Easter Eggs and chocolate donations they were all very much appreciated. The staff waistlines need some work now and many of us are saving to pay our dental bills as well, but it does little to deter our sweet tooth appetites.

## Opening Times Bank Holiday / Diamond Jubilee



We will be open for normal working until 6pm on Friday 1<sup>st</sup> June. We will then be closed, re-opening our doors at 8am on Wednesday 6<sup>th</sup> June. Between these dates and times, South East Health, the out of hours doctor service will take over.

They can be reached by phoning the surgery, where your call will be automatically diverted. Please note that the walk-in-centre will also be open from 8am to 8pm throughout this period.

## Phlebotomy Clinics

In trying to make ourselves self sufficient in terms of blood tests, we want to carry out all, or as many as possible in-house. This means you do not have to go to the hospital lab. We intend holding on a few Fridays, a couple of trial run clinics, where patients are booked at 5 minute intervals, over a 3½ hour clinic. Due to the time constraints, it means we can only carry out the blood test. If you ask, whilst I am here can you just do this or that, you will be told NO as it is purely a blood taking session only. When booking the appointment, the receptionist will tell you that this is a blood appointment only. If you want anything else doing at the same time, do not book into one of these slots. The first session is planned for Friday 8<sup>th</sup> June and there will be others. Once we see how these have worked out, we may well look to making this a permanent clinic.

## Our NHS budget

As taxpayers you all contribute to our NHS operating budget. We have learned in the last few days that the DGH has completed its financial year end and has a £20M overspend. Under the new NHS contractual arrangements this overspend is to be met by all the local practices from their

allocated NHS budgets. With 22 practices in East Sussex Downs and Weald catchment area, this effectively means that each practice on average is expected to function with a budget approximately £1M less than expected. Of course as there are small, medium and large practices, the share of the hospitals overspend will be proportionate to the practice based upon its size. For us at Grove Road, we anticipate our proportioned share of the support package being put in place for the DGH to be around £1.2 or £1.3M. This is also in addition to the previously announced governments savings to all NHS budgets. Worrying times indeed but we all have to do our bit to save our NHS and our DGH.

## Patient Participation Group (PPG)



The patient group continues to meet regularly and the last meeting was looking heavily at the practice budgets and funding. Readers of the PPG notice board, on the stairway between ground and first floor in the surgery, will have seen the minutes of the last meeting posted there. The minutes are also available on the website [www.groveroadsurgery.co.uk](http://www.groveroadsurgery.co.uk) as well as whole assortment of other useful information, including surgery newsletters. The patient group are about to

start work on the next patient satisfaction survey which is hoped to be run during September / October and as was the case last year, will also be conducted electronically as well.

### Half day Closure



On the afternoon of Wednesday 27<sup>th</sup> June the surgery will be closed to allow staff to attend the next training event organised by the PCT. This event enables all local doctors, nurses and admin staff to get together in one location for a medical training which includes workshops. South East Health, the out-of-hours doctor service, will be providing medical cover exactly as they do now for evenings and weekends. We will close from 12 noon on that day and we apologise for any disruption this causes to you.

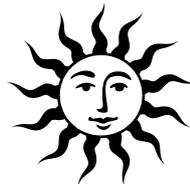
### Care Quality Commission (CQC) Registration



From 1<sup>st</sup> April 2013 all providers of primary medical services, which includes GP practices, Health Centres and walk In Centres, are required by law to be registered with the CQC. This is a requirement of the Health and Social Care Act 2008, which introduced a single registration system that applies to all health and adult social care services. Registration means that the practice is giving assurance to their patients that they are meeting the CQC essential standards of quality and safety. Registration also provides a way to address poorly-performing practices. CQC has a range of legal powers to make sure that providers meet the standards including fines and public warnings. When necessary, CQC can also use criminal or civil law, including prosecution, suspension or, in the most

serious cases, cancellation of provider's registration. Hospitals have already undergone the registration process and some of you maybe aware from the media of the DGH's inspection report of February 2011, which was quite critical of some departments, units and areas within the hospital, and in some cases improvement notices were issued. Although registration is required from April 2013, the process towards full registration commences from July 2012 and we will of course keep you regularly updated on matters.

### Travel Clinics



We are entering the summer holiday periods and we know the world's finances are in turmoil but for those intending to travel abroad, now is also the time to plan in advance for holiday jabs that you might need. Some jabs are free on the NHS and others are carried out on a private basis attracting a £20 charge in most cases. Some jabs are a single shot, whereas others are part of a course. This means there will be a few weeks required between the injections, forward planning is important. Please don't leave it to a week before you travel. For further information / advice, please ask at reception.

### Reminders

Just a couple of reminders:-  
**Firstly**, Home Visits - it is helpful if these are requested before 11am at the latest, the earlier the better. From 11:30 – 2:30 the Dr's are out on their rounds so late requests are disruptive.  
**Secondly**, Test Results - could we ask you call between 12 noon and 2pm or after 5pm. We ask this for 2 reasons. The results start coming into the surgery late morning and the doctors need time to view these and report on them. They invariably have done

these before they go off on home visits or shortly after returning to the surgery in the afternoon. Early callers may find the doctor has not yet looked at test results, requiring a call back from you. By telephoning at these later times, it is quieter for our front desk reception, so you have a better chance of getting through, and we can deal with them easier.  
**Lastly**, Medication Requests - quite sometime ago the Dr's stopped receptionists accepting telephone requests for repeat medication. We have several methods for you to request your repeat medications without resorting to telephoning for them. You can write in to us with your repeat slip, fax it to us, pop it through our letterbox when passing or organise it through your regular chemist. You can e-mail [repeats@groveroad.nhs.uk](mailto:repeats@groveroad.nhs.uk) or order through our website [www.groveroadsurgery.co.uk](http://www.groveroadsurgery.co.uk)

### Doctors Footnote

Just of late the weather has really been hot and sunny. Remember to protect yourself with sun creams, wearing of a hat will also help as will drinking plenty of fluids. Special care and attention should be paid to the very young and very old, as these are the two groups at greater risk of complications.

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