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## Staff News

### Dr Alex Newman Leaving 30<sup>th</sup> August

We wish Dr Newman all the best as he is sadly leaving us after 7 years, for a more relaxing pace of life in Devon. We will be welcoming two new GPs starting on 2<sup>nd</sup> September who will work at both the St George & Lodgeside sites. Dr Peter Torrance is joining us from a GP Practice in Wiltshire. Dr Carys Bromby has been working for us for a year as a GP registrar, so we are thrilled that she is now joining us on a permanent basis.

### Congratulations Dr Carly Lawrence!

Congratulations to Dr Lawrence who is expecting her second child in November. Unfortunately this means she will have to leave us for a short while and will be on maternity leave from 8<sup>th</sup> November. During this time her patients will be looked after by Dr David Carruthers and Dr Seonaid Stirling who may already be familiar to you.

## Positive Results for Fireclay Health from the National Patient Survey

We have received some incredibly positive results from the National Patient Survey. We have highlighted some key results below, full survey results can be found at <https://gp-patient.co.uk>. We are delighted that the hard work and efforts of our staff have been recognised in this way and that our patients are happy with our service. We have practice initiatives looking at continuity of care & meeting mental health needs:

Survey Question	Fireclay	Local Average	National Average
Overall Good Experience	88%	85%	83%
Overall Experience when seeing a Healthcare Professional			
Giving Sufficient Time	90%	88%	87%
Good at Listening	93%	91%	89%
Showing Care & Concern	90%	89%	87%
Involved in Decisions	96%	96%	93%
Confidence in Clinician	99%	97%	96%
Support with LTC	97%	73%	69%
Wait time less than 15 mins	72%	68%	69%
Continuity of Care	37%	47%	48%
Meeting Mental Health Needs	82%	88%	86%
Reception Services and Appointment Booking			
Positive Experience making an appt	73%	69%	67%
Helpful Receptionists	95%	92%	89%
Satisfaction with appt offered	69%	64%	65%
Ease of getting through on phone	68%	68%	68%

## Projects we are currently working on.....

- Dementia Friends
- Carers Support Centre Silver Award achieved
- Breastfeeding Friendly
- Continuity of Care Project
- Improving the recall for mental health reviews
- COPD Health Improvement Project

## Flu Vaccinations



### Book your flu vaccination appointment now!

#### Vaccines for over 65s

Appointments from 24th September – **BOOK NOW!**

#### Vaccines for 18-64 year olds

Appointments from mid-October – **BOOK NOW!**

#### Vaccines for under 18s (Child Flu)

Appointments only available after stock delivery confirmed (Oct/Nov)

The eligible groups are:

- Patients aged 65 years and over (including those turning 65 by 31/3/2020)
- Patients aged six months to 64 years in clinical risk groups (details available from reception)
- Pregnant women
- Patients in long-stay residential care homes
- Carers
- Morbidly Obese (BMI of 40 & above)
- Household contacts of immunocompromised individuals
- Health & Social Care Staff caring for vulnerable/elderly patients
- Certain groups of children (details available from reception)

## NHS penalty charge notices

In England, many patients pay for their NHS prescriptions and this is an important source of funding for the NHS. Each year, the NHS loses significant funds due to people claiming free prescriptions they weren't entitled to. Checks are carried out on patient claims and if it cannot be confirmed that a patient was entitled to claim free NHS prescriptions, they will be sent a Penalty Charge Notice. The following advice may be useful:

- If you believe you have received this in error and can prove a mistake has been made, you can apply to have the Penalty Charge Notice cancelled
- It is your responsibility to make sure all details on the back of the prescription have been completed properly – check the correct boxes are ticked
- If you do pay for prescriptions, it is advisable to keep proof of payment or pay by card

You can email [fireclayhealth@nhs.net](mailto:fireclayhealth@nhs.net) if you have questions about anything contained in this newsletter