

CHURCH STREET SURGERY NEWS

Welcome!

Welcome to the second issue of our newsletter, produced by our **Patient Participation Group (PPG)**.

The aim of the newsletter is to keep our patients informed about what is going on within the surgery and the Upper Lea Valley locality (of which our surgery is a part).

An update on our Surgery..

Another 6 months has passed since the last newsletter and whilst much has changed in the world outside the Practice we at Church Street continue to strive to deliver the same high level of Healthcare to our Patients

During the summer we had a visit from a set of external assessors who spent time at the Practice investigating our administration and healthcare provision as part of the **Care Quality Commission (CQC)**. We scored a Good with no improvement actions which was very pleasing and reflects the hard work of all the staff within the Practice. A copy of a summary of the report can be found on our website at <http://www.churchstware.org>

Ware Town Plan

Much has been written about the changes in the NHS at the national and Clinical Commissioning Group levels but over the next year changes will begin to take place at the local level as the Practices in Ware prepare a joint 5 year Healthcare Plan.

Throughout this period we will work together with the other local practices to ensure that any changes will be introduced seamlessly and to the benefit of the patient.

But change happens. For example Dr. Kite is retiring during November from the Maltings Practice in Ware and healthcare services at The Maltings will be overseen in the interim period by GPs from Dolphin House Surgery in Ware.

In turn the search has begun for new premises to house the Dolphin House practice as the current ones are proving inadequate. We at Church Street are supporting their bid for funding.

Winter Pressures

We are now entering the winter period and flu jabs are available free of charge for the over 65's, those with a long term medical condition and their carers, women who are pregnant. We would encourage anyone who is eligible to have a flu jab, which takes 30 seconds although there aren't any sweeties.

Winter is a testing time for the NHS as a whole and for the Practice in particular and therefore whilst we will endeavour to provide appointments and telephone consultations on the day; it may not be possible on every occasion.

Therefore if you can, for minor ailments such as coughs and colds, please consult with your Pharmacy who is qualified to offer advice and suggest over the counter treatments.

At the same time, if you have an appointment, please keep it as non-attendance affects other patients or if you can't attend – you can ring the receptionist or cancel online or by the automated phone system – it is that easy!

On a lighter note...



In September our fire alarms were activated (cause unknown). Our previous fire drills proved invaluable as the evacuation of the premises went smoothly as patients and staff left the building in an orderly manner (and thankfully were all accounted for). The fire service were quickly on the scene and were able to reassure us that the building was safe to return to. *It was an exciting 30 minutes ...*

And Finally...

our Patient Participation Group still meets regularly and is seeking new members.

There is a full calendar of meetings for 2017 on Tuesday evenings starting at 6.30 pm here at the Practice and lasting for about 90 minutes depending on the agenda.

If you are interested, the dates are – 17/1, 21/2, 25/4, 20/6, 22/8 and 24/10.

For further information please ask at reception for details or email churchstreetware.ppg@patient-voice.uk