



CLIFTON HOUSE NEWSLETTER



JUNE 2015



Here's to a healthy happy summer to all our patients

If you are travelling abroad remember to ensure that you organise your travel vaccines in plenty of time. Our Practice Nurse can help you with all your travel needs and necessary vaccinations. Please get in touch with us at least six weeks before you need to travel.

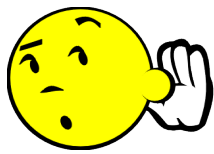
And...Use that sunscreen



So that we can assess your travel vaccination needs please complete a Travel Assessment form for each person and bring to surgery.

[See Link to "Forms" on our website to download this form.](#)

IF YOU SUFFER FROM HAY FEVER REMEMBER YOU CAN USE THE MINOR AILMENT SCHEME AT YOUR LOCAL CHEMIST



LISTENING TO YOU

- The practice are listening to our patients and would like to ask you to continue to give your suggestions and comments on how we can work together to improve and grow. With this in mind we would like to expand our patients' participation group, CHEG (Clifton House Engagement Group). We have a number of patients who already give their time and dedication to this group but would like to welcome more. If you are interested in being involved and have some time to spare (maximum of every three months) we would love to hear from you. Please see notice board at reception.
- The practice is following a patient suggestion regarding installing a handrail for the outside ramp.
- Please be aware that refurbishment will be taking place in the near future starting with the main downstairs waiting room which will be decorated. We will try to ensure minimum disruption and would be grateful for your understanding of any inconvenience.



Introduction to the Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

The practice welcomes you to complete a short questionnaire either on line, (please press on link on home page) or via the tablet in the waiting room or using the paper questionnaires at reception. We would like to thank everyone who has given us feedback so far. We have some lovely comments from our patients.



Carers

Are you a carer for a family member, friend or neighbour?

Do you feel isolated? Need support?

The practice continues to realise the important role you undertake and the pressures which this role can have. Our Carer Link Worker Jacky Wright continues to offer a wide range of appropriate information and help. Please ask at reception for a Carers identification and referral form.

Any queries please contact Jacky 01482 341423

REMEMBER TO USE OUR ON-LINE WEBSITE www.cliftonhousemedicalcentre.co.uk FOR UP TO DATE INFORMATION ABOUT THE PRACTICE AND SERVICES PROVIDED INCLUDING BOOKING APPOINTMENTS AND ORDERING A PRESCRIPTION ON LINE. JUST FOLLOW THE QUICK AND EASY LINKS.

TO SAVE YOU REPEATED VISITS TO THE SURGERY WE HAVE NOW ADDED :

- **REGISTRATION PACK - PLEASE FOLLOW THE "REGISTRATION" LINK TO ACCESS THIS.**
- **CHANGE OF PERSONAL DETAILS FORMS - PLEASE FOLLOW THE "FORMS" LINK TO ACCESS THIS.**

Named Accountable GP

As from 30th June 2015 NHS Employers and General Practitioners Committee have agreed that all patients to have a named accountable GP. At the Practice the role of the named accountable GP is to:

- Take lead responsibility for ensuring that all appropriate services required are delivered to each of their patients.,
- Work with relevant associated health and social care professionals,
- Ensure that the physical and psychological needs of the patient are recognised and responded to.

If you would like to know your accountable GP please ask at the surgery. This will be your registered gp unless stated otherwise. However this does not affect you being able to continue to see your usual GP at the Practice.