

NEWSLETTER

HILLVIEW MEDICAL CENTRE

FEBRUARY 2015

Patient Survey 2015

The 2015 Patient Survey is now open. We would be grateful if you could complete this before the end of February. The results and action plan will then be published during March on our website.

Please go to www.hillviewmedicalcentre.com and complete our survey in the Online Services section towards the bottom of the page

Care Quality Commission (CQC)

The CQC carried out a comprehensive inspection of Hillview Medical Centre on 14 November 2014. The inspection team was led by a CQC inspector, GP specialist advisor, a practice manager specialist advisor and an Expert by Experience who had personal experience of using primary care services.

We have now received our overall rating which is Good. There are 4 levels of rating which include Outstanding, Good, Requires Improvement and Inadequate. We were rated Good in all areas as follows:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive to people's needs?
- Are service well-led?

The full report can be found on our website.

Friends & Family Test

The NHS Friends and Family Test was launched in December 2014 for Primary Care Services. Feedback cards are available for you to complete at any time in the surgery. You can also use our website to complete this test. If you prefer to give your comments anonymously, then please do so.

FREE NHS HEALTH CHECK

Are you aged between 40 – 74? If so, please ask the receptionist about a free NHS Health Check which is available every 5 years.

Everyone is at risk of developing heart disease, stroke, diabetes or kidney disease. Therefore please take this opportunity for your free check now.

This service is a preventative one therefore we cannot offer you this check if you have already been diagnosed with coronary heart disease, chronic kidney disease, diabetes, hypertension, atrial fibrillation, heart failure, TIA or Peripheral Arterial Disease.

OVER 75 – You can also request a full health check from the practice nurse once a year. Please contact us to book your appointment.

Care Plans

We are currently offering a new service to patients who we feel would benefit from having a care plan in place. This will enable us to have full contact details for next of kin, carers and any wishes you have about your future health.

Patient Online Access

Did you know that you can now use one website to book and cancel your appointments, order repeat prescriptions and view part of your medical record? If you are over 16 please follow the instructions on our website to register now or ask in reception. You can book an appointment with a doctor up to two weeks in advance. We are looking to expand this service and will shortly be adding blood tests appointments to book up to four weeks in advance.

Redditch & Bromsgrove Clinical Commissioning Group (RBCCG)

Message from Dr Jonathan Wells – As Chair and Clinical Lead of RBCCG, I devote 2 days each week to commissioning. We have increased the clinical time of my colleagues in the practice to cover my time away. I feel it is important to use the opportunity I have been given to improve the quality of patient services and pathways for the wider population of Redditch & Bromsgrove.

If you would like to keep up to date with the progress of our local CCG please see www.redditchandbromsgroveccg.nhs.uk and/or follow me on twitter @RBCCG_Chair