



**Yaxley Group Practice
Yaxley Health Centre Patients' Association**

NEWSLETTER
February 2017
CQC Result

We had our CQC Inspection on the 22nd November 2016 and have been rated as "Good" across all categories for patient care.

The Partners would like to thank all the team members at the practice for their support and hard work during this process.

We also appreciate any feedback received from our patients prior to and during the inspection

The Partners – Yaxley Group Practice

YAXLEY HEALTH CENTRE PATIENTS ASSOCIATION

YPA has been in existence for more than 30 years and has acted as a critical friend to (Yaxley Group Practice) YGP on behalf of the practice patients. In addition, with the support of patients, YPA has raised considerable amounts of money to purchase extra medical equipment for the benefit of patients using YGP.

The Association has reached a point where, in its current form, it is no longer tenable and cannot provide the financial support to secure the services of our Librarian who is based at the Practice. It is with much regret therefore that the committee of YPA has decided that the Association will go into a holding mode until the finances are exhausted and at that point will be wound up. We would like to express our thanks to all those who have worked hard over the life of YPA to make the Association such a great success. Special thanks must go to Pat Thomas, Liz Whitehouse and Linda Smith who have acted as our Librarians and have worked tirelessly on behalf of patients.



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Once the YPA has been wound up if the practice patients want to keep a voice in YGP then it will be necessary to form a Patient Participation Group (PPG). This is the normal form of 'patient voice' in the primary care part of the NHS and such groups exist in many local GP practices, these groups do not fund raise but act as an interface between patients and the healthcare professionals to ensure that patient rights are protected.

If patients wish to continue to donate to the practice for the benefit of patients they can continue to do so.

If you are interested in being part of a PPG please contact Linda Smith (to the end of February) or Peter Leaton on 07780915266.

Peter Leaton – Chairman Yaxley Health Centre Patients Association

Patients' Library

As a result of this closure, the Patient Librarian Role and service currently carried out by Linda Smith, will also sadly cease on the same date. From the 1st March 2017, Yaxley Group Practice Staff and Partners will be signposting Patients and all users of the Patient Librarian Services, to external providers/sources. Yaxley Group Practice is currently putting together a Fact Sheet of these services and contact details and this will be available to all Patients from 1st March 2017.

Linda has accepted a new role at Yaxley Group Practice following this closure but she will be moving into a new Administrative role supporting the Finance and Facilities, HR and Business Operations Teams.

Dr First / Nurse Practitioner

At YGP our main aim is to ensure that our patients have access to us when they need us. By using the Dr First approach this enables anybody who calls in to speak to a GP that day. We are currently looking at ways to reduce the call back time, and will keep you updated on this.

Once the GP has called you back they can decide the best and most effective way to get you treated. On occasions this could be managed over the phone, if you or the GP feel that a face to face consultation is required you will then be booked in with the Practice Nurse, The Nurse Practitioner/Emergency Care Practitioners or the GP.

Our practice nurses are all very experienced and many have embarked on further minor illness training. We also have a couple that specialise in diabetes



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management. They are also responsible for all vaccinations, baby clinics and chronic dressings.

Then you have our Nurse and Emergency Care Practitioners. They have done a huge amount of extended training, allowing them to treat, diagnose and where appropriate prescribe for patients. They all have slightly different specialist interests, but are all qualified to see everybody.

With Jo Hercules running spirometry clinics on a Tuesday afternoon, she often sees a lot of the COPD patients. She is also the infection control lead for the practice. Sara Thornton is our asthma nurse and she will often see the children who have been commenced on inhalers. Sara is also qualified to carry out gynaecological examinations.

Kerry Gardner joined our Practice back in June after working at the hospital for several years. She has a specialist interest in gastroenterology and oncology. All practitioners are qualified to see all patients, if at any point they feel that a GP is required, they can call and ask them to attend and see you.

At YGP we just want to ensure that you are seen on the day, where possible. We are open on Saturday morning for a limited amount of pre-booked appointments and also for NHS health checks and smears. Please enquire at Reception

We encourage your feedback and hope that we can accommodate and strive to provide a service that we are all proud of.

Kerry Gardner – Nurse Practitioner

Friends & Family Test

The NHS Friends & Family Test was introduced by all general practices in December 2014. This is a very important way of gathering your feedback so that we can continually review and improve our service. The test is based on one question:

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

You also have the opportunity to tell us the main reason for selecting your answer, but it is not essential to provide this additional information.

All of our patients are welcome to answer this question and you can do so as frequently as you wish. Response cards are available on our Reception desk and there is also the opportunity to do this online via our website at:

www.yaxleygp.nhs.uk



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Feedback data is collected on a monthly basis and compared on a local and national level

We would be very grateful if you could take a moment to complete a response form next time you are in the practice.

Do you need help to stop smoking?

We have a specialist smoking cessation advisor who visits the practice every Thursday. Specialised one to one face to face or telephone support can be offered.

***You are four times more likely to quit with help from the NHS.
If you have tried already to quit but been unsuccessful please try again as help is available.***

Appointments are available on Thursdays

Please ring reception on 01733 240478 to arrange an appointment.
The following website may also help you:

<http://smokefree.nhs.uk>

Help to stop smoking is available from CAMQUIT the Cambridgeshire stop smoking service. For help and advice: Ring 0800 018 4304 or visit

www.camquit.nhs.uk

Carer Support Group Meeting

The next meeting of the Carer Support Group will be on Wednesday 1st February 2017 between 2pm-4pm in the Health Education Room.

If you care for a family member or friend then you would be welcome to join our small but friendly group for coffee, biscuits and a chat

All Carers will be made very welcome.

Half Day Closing

The Practice will be closed on Wednesday 15th February from 1pm till 4.00pm.
We are available for emergencies during that time.

Emergency Telephone 01733 240478.