

Issue 3  
May/June 2016

Keeping you up to date  
[www.russellstreetsurgery-drswami.nhs.uk](http://www.russellstreetsurgery-drswami.nhs.uk)

### Practice Newsletter



Dr M L Swami & Partners

Welcome to the third issue of our new GP Newsletter  
We hope you find the information helpful.

#### CQC Inspection report

We are very pleased to announce that on 3<sup>rd</sup> June 2016 we received our final report from the CQC and we are now rated as 'GOOD' overall. Thank you to all the team who have worked extremely hard and supported the Practice to achieve this result. Lets keep up the good work in providing patients with the best possible care.

#### Travel Vaccinations

Please note there is a new procedure in place for ALL patients travelling abroad who require vaccinations. A travel risk assessment form is available for collection at Reception this needs to be completed and returned at least 6 weeks before travel. The Practice Nurse will then contact you to discuss your options and book you an appointment. Please visit [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) for further travel health advise.

#### FFT results Jan-Apr

Thank you to all patients that completed our friends and family test questionnaire, we are grateful for your feedback as this helps us improve the quality of services we provide. Actions the Practice have taken following the results:

- 1, Leaflet produced for GP's 'The Top Ten Life benefits of Time Management'
- 2, Time Management online training for GP's
- 3, Repeat Prescription policy to be updated
- 4, Reception staff to inform patients if GP is running late, longer than 20 minutes.

#### Carers Day

After the success of a carers day we held at Russell Street last year and the change in services provided (please see last months edition for new contact number for the Careers Hub), we will be holding this event again in August. Date to be confirmed, all are welcome!

### Cancer Research – Safety Netting workshop

All staff completed the above training in June to enable the Practice to communicate, educate and improve patient care when dealing with cancer referrals. The Practice has already put actions in place to keep patients informed and updated.

### Diabetes programme 'online'

Patients with type 2 diabetes can now sign up to an online programme that improves psychological wellbeing which can lead to an improvement in self-caring behaviours and diabetic control. If you are struggling to keep your diabetes under control and you have access to an e-mail address please register via: [www.talkingtherapies.berkshire.nhs.uk/diabetesonline](http://www.talkingtherapies.berkshire.nhs.uk/diabetesonline) or Tel: 0300 365 2000

### Tuberculosis – New patient entrant

Tuberculosis (TB) is a serious but treatable disease. There are 50 cases in Reading every year. Latent TB testing is recommended to those 65 and below arriving in the UK in the last 5 years from a country where TB is common. If you are a new patient registering with our Practice please ensure you complete the section within the registration form that asks, 'date of entry to UK' and 'country of birth'. This will enable us to identify if you are at risk and refer you to the entrant screening service at the Royal Berkshire Hospital.

### Patient Information Leaflet

A Patient Information Leaflet is now available in all 3 sites. This has useful information regarding some of the services. Please feel free to pick one up!

### Surgery Website

Please visit our website : [www.russellstreetsurgery-drswami.nhs.uk](http://www.russellstreetsurgery-drswami.nhs.uk). We have received some complimentary patient comments over the last few months for individual staff and as a Practice. We are very proud of these and would like to share them as this recognises the Practices continuing efforts to improve the quality of care we provide our patients.

Did not attend appointment results (DNA)

MONTH	AVAILABLE APPTS	DNA
May	2445	235
June	2929	320

A big thank you to all our patients who show up to pre-booked appointments, the amount of DNA's for the month of June as above has increased. Please ensure we have your correct mobile number on file so that you can receive appointment text reminders. If for any reason you cannot attend an appointment please notify us, well in time so that we can offer this appointment to someone else.

Once again if you have any suggestions please speak with the Practice Manager.

Thank you

Kerrie Naish  
Practice Manager