

Lilliput Surgery Newsletter

Spring 2017

Issue 3



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Did you know?

The NHS Choices website hosts a wealth of health information and advice including a health A-Z.

www.nhs.uk

A word from Dr Andy Rutland...

"Hopefully we are slowly emerging from the winter and looking forward to longer days and better weather. This winter brought with it some really unpleasant infections that I know have affected many of our patients. The consequence of this across the area is to increase the pressure on the NHS as a whole. Our local hospitals have been inundated with very poorly people and have struggled to cope with the demand.

At Lilliput we have been responding to the challenges with our enlarged clinical team. Many of you will have had contact with our excellent nurse practitioners Anne Ashworth and Mandy Cartwright, or with Kate Brown, our clinical pharmacist. The nurse practitioners are now the point of clinical contact if you need to be assessed on the day. They have a full range of clinical skills and prescribe appropriate medication, supported by the doctors. The clinical pharmacist role is fairly new to GP surgeries. Kate reviews patients who have complex issues requiring balancing of medications.

These roles are important in supporting the work of the doctors, as it is increasingly difficult to recruit new GPs in the current climate. However, we have been very fortunate here to also appoint Dr Emma Fall who joined towards the end of last year. Also, while Drs Walder and Ayres are both away on maternity leave we have Drs Thompson and Huxtable working with us. We felt very fortunate to have a full complement of clinical staff, but poor Dr Thompson has suffered a nasty leg injury that will keep her off work for some time. Although we cover her work as best we can this will have a further potential impact on access, so thank you for bearing with us through this challenge.

Last October we had our assessment by the Care Quality Commission. We were very pleased that our efforts to offer best care for our patients were recognised in a very positive report. This is available to read in full via our website and is also summarised overleaf.

We were particularly praised for our "Flu clinic" organisation. We offer flu jabs to over 3000 eligible patients every year. Other providers (local pharmacies) are now also able to provide the jab, but, because we check individual patient records we are able to offer additional immunisations that are due, check for pulse irregularity, take blood pressure, and offer checks of conditions such as asthma or "COPD". All in all we offer an "MOT" that other providers cannot, so do please come to us for the jab!

It is not too late for the flu jab this year- it maintains ongoing protection, so please do contact us as soon as able if you wish to have one.

As usual, my thanks are due to all our patients supporting our efforts to provide effective quality health care."

Dr Andy Rutland, Senior GP Partner, Lilliput Surgery

“We saw one area of outstanding practice: The practice had been creative in offering alternative ways to offer patients additional services. For example, using flu clinics to offer additional screening...”
Lilliput Surgery Quality Report, CQC, January 2017

“Efficient well-run surgery. Always friendly & helpful. The best practice we have been registered with.” Lilliput patient, October 2016.

Lilliput Surgery rated “Good” by CQC Inspectors

The care and services provided by Lilliput Surgery have been rated as “Good” by the Care Quality Commission (CQC). The independent authority is responsible for regulating health and social care services in England and carries out regular inspections to make sure care is safe, caring, effective, responsive to people’s needs and well-led.

Four inspectors spent a day at the surgery in October talking with staff and patients, reviewing records, inspecting the premises and looking at documents and policies. Our overall rating of “Good” means our service is performing well and meeting CQC expectations.

The report stated “Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.” It went on to say “The practice had good facilities and was well

equipped to treat patients and meet their needs”.

Well done to all our staff who worked really hard in preparation for the inspection visit, and thank you to our patients who helped by completing comments cards and speaking to inspectors for us.

The final report was published in January 2017 and is available to download from our website.



Lilliput Surgery
CQC overall rating

Good

30 January 2017

PPG Update

Our Patient Participation Group has been going from strength to strength over the last 12 months. We’ve had regular attenders at our quarterly meetings where we discuss how the surgery is performing well and not so well and it gives patients the opportunity to raise issues that are important to them. Our last meeting was even chaired by one of our patients, helping to ensure that the direction of the meetings is coming from a patient point of view.

One of the main topics of discussion at the last meeting was availability of appointments. Patients felt that access to urgent care was excellent yet some patients sometimes found they had to wait

to see a GP of their choice for non-urgent appointments. This was something we are continually trying to improve at Lilliput.

The next PPG meeting will take place on Saturday 6 May 2017.

To become a member of the PPG or for more information visit our website or email Lilliput.ppg@dorset.nhs.uk.

Do you really need to see your GP?

Please consider whether a visit to your pharmacist for ailments such as sore throats, coughs or colds may be more appropriate in the first instance.

Please note:

It is practice policy not to take prescription requests over the telephone. This is to safeguard our patients from errors in prescribing. Please do not ask our staff to do this for you.

Have you registered for GP Online Services?

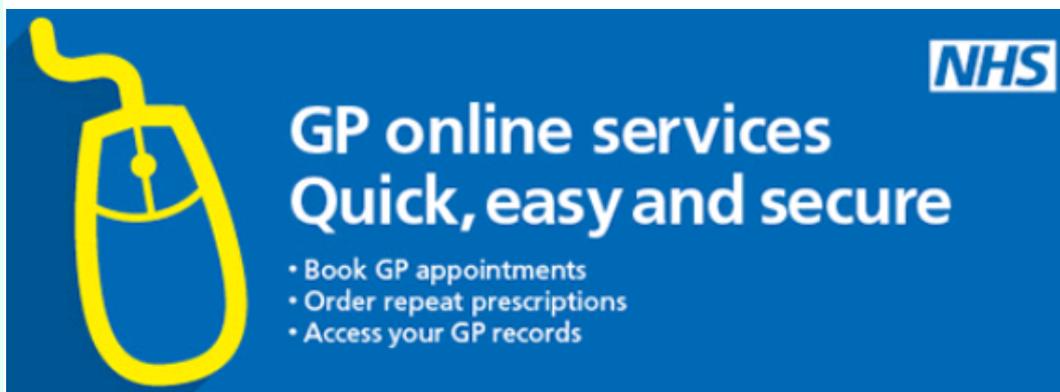
Patients at our surgery can now book appointments and request repeat prescriptions at a time convenient to them, thanks to GP online services.

These services can save you a phone call or journey to the surgery, and allow you to do what you need to when the surgery is closed. Patients living with long term health conditions can also benefit by having greater involvement in their

healthcare as they can access test results and keep track of their treatment.

If you want to register for online services, please visit reception with photo ID and proof of address and we can issue you with your login details straight away. For more information visit:

www.nhs.uk/GPonlineservices



Have you registered for the Electronic Prescription Service (EPS)?

Almost two thirds of our patients are now registered for EPS, allowing their repeat prescriptions to be sent electronically directly to the pharmacy of their choice.

If you get regular prescriptions and have not yet registered for EPS, let one of our receptionists know which pharmacy you would like them sent to and we can set this up for you, saving you unnecessary trips to the surgery.

Please remember to allow two working days for our staff to process your repeat prescriptions. Occasionally this can take longer during busier periods.



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Lilliput Surgery was formed in 1974 and has been providing services at its current location on Elms Avenue since 1985. The current purpose-built, four-storey building opened in 2008.

The practice is a partnership of four GPs: Dr Andy Rutland, Dr Kaz Gladwin, Dr Jonathan Snell and Dr Sam Abdollahian. We also have three salaried GPs: Dr Kit Walder, Dr Victoria Ayres and Dr Emma Fall.

Lilliput Surgery is also a reputable teaching practice and supports the learning and education of registrars (doctors undertaking specialist training to become GPs).

Our practice is currently providing healthcare for nearly 10,000 patients. To see our practice boundary map and for more information about Lilliput Surgery please visit our website.



www.lilliputsurgery.com

Working with you to provide quality healthcare

Thank you for our Hearing Loop

Many thanks to our patients who have very kindly made donations to the surgery over the last year or so, enabling us to purchase a hearing loop for the benefit of our patients that use hearing aids.

Hearing loops help to amplify the spoken word and cut out unwanted background noise: hearing aid users just need to switch their hearing aids to the "T" setting.

Our hearing loop is portable so it can be used at the reception desk as well as in consultation and treatment rooms. Please let our receptionists know if you would find our hearing loop useful when you make an appointment or on your arrival at the surgery.

Any patients wishing to make a donation to the surgery can write a cheque to "Lilliput Surgery" and send in an envelope marked for the attention of the manager.

Volunteer befrienders needed in the Poole area

Can you spare a couple of hours each week? Volunteers are needed in the Poole area to provide support through friendship to local people who are feeling lonely and isolated. There is currently a waiting list of people in Poole who have asked for a befriending match, however more volunteer befrienders are needed to respond to this.

Two local organisations, the Dorset charity Prama and Poole Well-Being Collaborative have teamed up to recruit, train and support befrienders in response to this need. They will match them with local people who have asked for and would benefit from this support.

If you are interested in becoming a befriender or finding out more about the service, please contact either Judith from Poole Well-Being Collaborative on 01202 977073 or Bridget from Prama on 01202 666195.