

# HAZELMERE MEDICAL CENTRE

Dr Jan, Dr Akram & Dr Chauhan  
Dr Casson & Dr Harrison



Phone: 0116 277 1666  
Fax: 0116 277 2416

Inside this issue:

|                             |   |
|-----------------------------|---|
| <i>Mission Statement</i>    | 1 |
| <i>CQC</i>                  | 1 |
| <i>Car Park/Front Door</i>  | 1 |
| <i>New Nurse</i>            | 1 |
| <i>Active Signposting</i>   | 2 |
| <i>Medicine Management</i>  | 2 |
| <i>Abuse to Staff</i>       | 2 |
| <i>Hospital Results</i>     | 2 |
| <i>Dementia friendly</i>    | 2 |
| <i>Enhanced Care Record</i> | 2 |

## *Mission Statement*

The mission of Hazelmere Medical Centre is to improve the health of our patient population and to manage illness with skill and compassion. We aim to work with our patients in providing excellent and modern, family centered health care. We are committed to ensure that this care is provided with sensitivity and takes into account, the best and latest clinical evidence that is available both in treating our patients and in providing preventative services to keep our patients in the best possible health.

## January—March 2020

### *Car Park/ Front Door*

We have had concerns raised about the new entrance. We have taken advice from our builders/ architects and have been informed that under building regulations, no premises are obliged to provide a path. This is no different to many other surgeries locally and public spaces such as hospitals and supermarkets, whereby the building has to be accessed via a carpark.

Our new building works were passed by all relevant bodies; Building regulations, Building Control and Health and Safety.

The front entrance was closed off for security reasons and also because in a recent survey patients were asking us to only have one entrance to avoid problems with queuing, the new entrance is much more disabled friendly and therefore this will remain the only access to the building.

Please note that the doors, regardless of the weather, will not open until 8am.

Any patients with early morning pre-booked appointments will be able to ring the bell on the staff door for early entrance.

### *New Nurse*

Sister Judy Kirk has retired and we have a new nurse starting in February called Sister Carol Nicholson. We look forward to working with her

### *CQC*

The Care Quality Commission (CQC) are the independent regulator of health and adult social care in England. The CQC make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage them to improve. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what is found, including performance ratings to help people choose care. The medical centre has undergone a CQC inspection and been awarded Good status. We are incredibly proud of all our staff and appreciate the recognition we have received of our hard work and dedication to patient care.

Inspected and rated

Good



## Use the right service

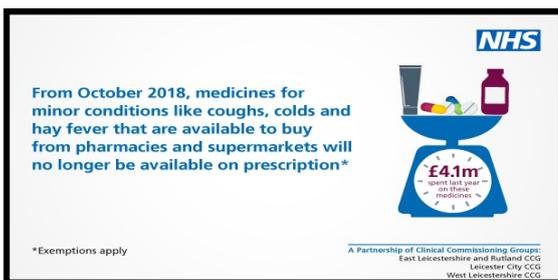


## Hospital Results

If you want to know results of a test/investigation the hospital arranged for you, or you want to clarify something told to you by the hospital, or chase a follow-up appointment, you need to speak to them directly, not the GP.

Please do not call us with these queries. If you have any problems contacting the hospital for an answer please call the hospital Patient liaison line on: 08081 788337

## Medicine Management



## Active Signposting

Our receptionists have been trained in active signposting. This is a process whereby the receptionist has been trained in asking appropriate questions of the patient about the reason for the appointment. They have been asked by the doctor to ask these questions in order to signpost patients to the best clinician for their needs. This does not mean the patient has to accept an alternative to the GP but gives them an option. All information asked is done so in a professional manner and is kept confidential. Please do provide this information where possible.



## Abuse to Staff

I am really sorry to report that we have had an increase in the number of incidents of abuse towards our staff. We have a Zero Tolerance Policy, and any form of threatening or abusive behaviour, whether it be verbal or physical is wholly unacceptable. We also reserve the right to remove you from our practice list.

Please remember that we are here to help you. All that we ask is that our patients act reasonably and are considerate of the demands they make of us.

## Enhanced Care Record

Have you ever been to A&E, Urgent Care Centre or other GP Practice here or elsewhere in the country and they have had limited information in order to treat you?

**They cannot see your records!!**

By signing up to the Enhanced Services Care Record these Healthcare providers, with your permission (they must ask you before accessing your record) can view your record.

If you wish to have Enhanced Summary Record please speak to reception.



We are working towards being a more dementia friendly practice, please see our notice board for more information regarding groups, self help and advice. If you know of someone you have concerns about please let us know.

## 10 warning signs of dementia

- 1 Memory Loss
- 2 Difficulty performing familiar tasks
- 3 Problems with language
- 4 Disorientation to time and place
- 5 Poor or decreased judgement
- 6 Problems keeping track of things
- 7 Misplacing things
- 8 Changes in mood and behaviour
- 9 trouble with images and spatial relationships
- 10 Withdrawal from work or social activities