



Friends of Wistaria Surgery

Newsletter

Autumn 2016

Working to benefit the health of Wistaria's patients and others in the community

Online Access: how to register

Over 30% of patients at Wistaria and Milford Surgeries are now benefiting from having online access – join them!

Online access is a great service, allowing you to conveniently book appointments, request repeat prescriptions, update your personal details and access your records from home or on the move, and at any time of day. You can use online access with confidence: it is secure and you choose your own password, which only you will know.

The procedure applies for both Wistaria and Milford patients:

Request online access through the web site

We send all the information you need to register

You register (the first time you use this service only)

Access online anytime by signing in with your access ID and your chosen password.

To register online, go to:

www.milfordmedicalcentre.com

1. At the bottom of the home page, click on a picture: either the **Repeat Prescription** or **Need an appointment** to open the Patient Access website.

2. On the left, click on the green **REGISTER** button.

2. Click 'Yes' to the question: *Have you received a registration letter from your practice?*

3. Where prompted, enter the following information (find this on the third sheet of your letter)

- **Account linkage key**
- **Practice ODS code**
- **Account ID**

4. On the next screen, enter a **password and security details** where prompted (Note: no-one else, including practice staff will know), to complete registration.

5. **Tick the box** to accept the terms of the website and then click on **NEXT**.

6. Make a note of your **User Number**

Your registration is then complete and you can sign in to start using online access.

If you have any queries with online access please contact the surgery and our IT team will be happy to help you.



Inside this issue

Flu vaccine for pregnant women	2
Accessible information	2
GP Rota	2
F&F test 2015-16	2
How the NHS works	3
An Inspector calls...	3
Surgery times & flu clinics	4
Befriending	4
Contacts	4
Fundraising events	4

You support ... you benefit

Since April, we have bought for Wistaria surgery:

4 50L dressing bins £535

Large, flame retardant bins to meet increasing demand for dressing clinics, reduce delays and improve infection control.

Smart Television £780

For registrars' training in the meeting room, and essential to retain Wistaria's triple green status to maintain training programmes.

New, hygienic seating (to current infection control standards) are to replace the worn ground-floor waiting area chairs thanks to generous private donations (£2,700), Surgery funds (£5,500) and a £13,226 donation from FoWS.

Please support us by becoming a member for just £5 a year and/or making a small donation. Thank you.

Flu vaccine for pregnant women

With the flu season approaching, the surgery aims to vaccinate all patients who may be vulnerable to serious illness following an attack of flu. This group includes pregnant women, and their unborn babies are also at risk if affected by the flu virus.

Therefore, the Department of Health recommends that all pregnant women, at whatever stage of pregnancy, should be offered the flu vaccine.

Studies have shown that this is extremely safe and will also give protection from flu for the baby in the first few months of life.

The vaccine is given free at the surgery so, if you are pregnant, please book in to a flu clinic for your dose. The first one is on 27th September (see page 4)

Accessible Information needs?

In July 2016, NHS England implemented a new Accessible Information Standard which aims to provide people who have a disability, impairment or sensory loss with information that they can easily read or understand. To comply, Your GP surgery must:

- Ask people if they have any information or communication needs, how to meet those needs and record them clearly and in a set way.
- Highlight or 'flag' the person's file so it is clear that they have special needs and how they should be met.
- Share this information with other healthcare providers, when they have permission.
- Ensure that people receive information in the requested form and receive support if they need it.

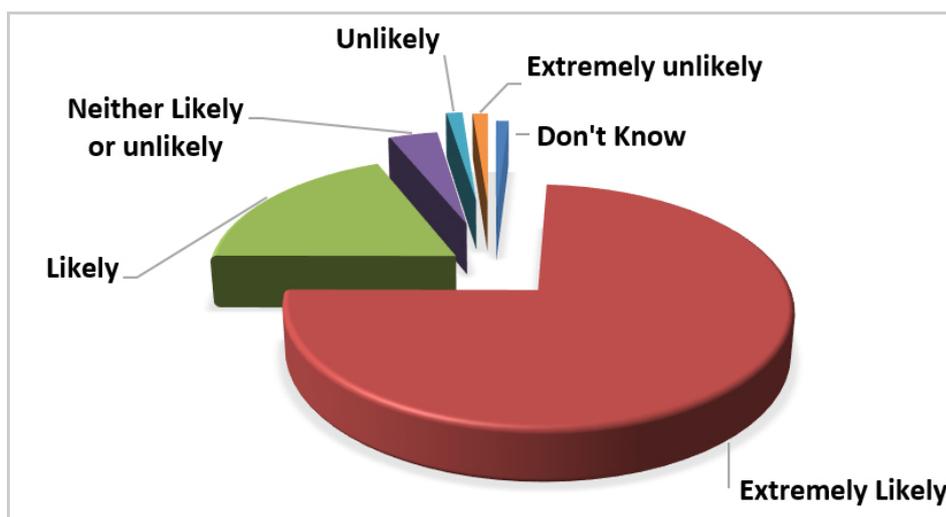
The surgeries are now asking patients about their information needs, but, if affected, you can also tell the surgery, by letter or email, of the best way to communicate with you.

Wistaria Surgery GP appointments

Doctors	Mon		Tue		Wed		Thu		Fri	
	am	pm								
Dr G Morris	✓	✓			✓	✓	✓	✓	✓	✓
Dr N Whitley					✓	✓			✓	✓
Dr A Sizer	✓	✓	✓	✓			✓	✓		
Dr E Pugh	✓	✓			✓				✓	
Dr I Murray	✓	✓	✓					✓	✓	✓
Dr T Benning	✓		✓	✓	✓					
Dr V Makin			✓	✓	✓	✓			✓	✓
Dr O Richards	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Dr J Tzao	✓	✓	✓	✓	✓	✓	✓		✓	✓

Friends & Family Test April 2015-March 2016

"How likely are you to recommend the surgery to a friend or family?"



The Friends & Family Test is an ongoing process whereby the surgery gets feedback on patient satisfaction of their experience with appointments. Patients are asked to complete the test by

- A link sent via e-mail following a recent appointment
- Filling in a postcard in the surgery and placing it in the FFT box at Reception
- Filling in a postcard given by a doctor during a home visit

A summary of the responses for the year April 2015 to March 2016 for Wistaria and Milford Surgeries are shown in the chart above. The total number of responses was 1,351. Your participation in this process is appreciated and your responses can help to improve your experiences at the surgery.

Thank you to all who took part and please continue to give us your feedback after each appointment.

Your permission is needed for this information to be shared with other NHS services.

Remember to book your flu jab - dates on page 4



How the NHS works: an animated guide

When the NHS turned 65 on 5 July 2013, The King's Fund produced an animated alternative guide to the new NHS and the health and social care system in England: **"The new NHS in 6.5 minutes"** is a whistle-stop tour of where the various NHS organisations fit together, and explains that the system is as much a product of politics and circumstance as design. We thought readers might be interested in this clever animation: it is well worth 6.5 minutes of your time to watch so click on the link:
www.kingsfund.org.uk/newnhs

There have been a number of significant changes since the animation was created:

- The NHS budget for England in 2016/17 is **£120.4 billion**.

- In April 2015, NHS England's 13 area teams were integrated into the four existing regional teams: London, Midlands and East, North and South, each maintaining a local presence.
- In 2016/17, NHS England will transfer **£71.9 billion** to 209 clinical commissioning groups (CCGs), responsible for urgent and emergency care services, elective hospital care, community health services, maternity and mental health services).
- CCGs are increasingly taking on responsibility for general practice. In 2016/17 a total of 115 CCGs will have assumed full responsibility for the commissioning of primary medical care services under delegated commissioning arrangements. A further third will hold the responsibilities jointly with NHS England.

Nearly all CCGs are expected to have taken on delegated arrangements by 2017/18.

- Commissioning of specialised services are changing, with more collaboration between CCGs and NHS England.
- Some CCGs are now supported by six (was 19) commissioning support units (CSUs) – but some also commission support from independent sector providers. Clinical senates and strategic clinical networks also provide expert clinical advice on issues that go beyond the remit of an individual CCG. There are also fifteen Academic Health Sciences Networks, intended to promote and encourage the adoption of innovation in health services. The remit of AHSNs is being considered as part of the Accelerated Access Review.

So now you know!

An Inspector calls! : the surgery under scrutiny

The CQC (Care Quality Commission) is the government's independent regulator of health and social care in England. It monitors, inspects and regulates services to make sure they meet standards of quality and safety, and publish findings and performance ratings to give people choices in their care.

In August, the Surgery was subject to one of their regular inspections to make sure they are providing care that meets five key questions:

- Are they safe?*
- Are they caring?*
- Are they effective?*
- Are they responsive to people's needs? and*
- Are they well-led?*

For a full day, four CQC inspectors interviewed, GP's, management and staff on all aspects of the surgeries activities, systems and practices.

Members of the PPG and FoWs were also invited by the Practice Manager to attend a meeting with an inspector where they were asked about their roles in representing patients' interests and concerns, their role in providing a communication link with the surgery and their own personal experiences of contact with the surgery and GPs.

Specific issues regarding online access, GP appointments and telephone issues were discussed and the inspector was very interested to hear about the Befriending service, the "Virtual

Group" surveys, Newsletter, and the Friends and Family test.

The inspection report will be available to view online once it has been compiled and reviewed with the CQC and the Surgery. You will find it at www.cqc.org.uk and on the surgeries' website when available, probably in October.

We are looking for more patients to join our

"Virtual Group"

and take part in questionnaire surveys via email about local healthcare issues and their experiences with the surgery

Please email

wistariamilfordppg@gmail.com



Surgery opening times

Monday to Friday
8.00am to 6.30pm

**Telephone lines open
8.30am to 6.00pm**

01590 672212

Choose option 1 for a Surgery appointment, or option 2 for The Practice
You can also book surgery appointments online

Out of hours : please call 111
For acute medical emergency please dial 999

The Practice
(Lymington New Forest Hospital)
For an appointment call
01590 630545

Your Doctors

Dr Gareth Morris
Dr Neale Whitley
Dr Angela Sizer
Dr Elizabeth Pugh
Dr Ian Murray
Dr Toni Benning
Dr Victoria Makin
Dr Orane Richards
Dr J Tzao

FoW Contacts

President: Dr Anthea MacAlister
Chairman: Dorothy Bishop
Treasurer: Marilyn Holmes
Secretary: Kate Swift

Members:
Marjorie Archer, Hugh Keal,
Marie Mudie, Leslie Sutton,
Gill Taunt,
Roger Snell (*Membership Secretary*)
Newsletter editor: Ruth Cornwall

Email: info@friendsofwistaria.org.uk
Tel: 07867 229982

Flu Clinics

Be sure to book your appointment as soon as possible to be covered before the flu season sets in!

Tuesday 27th Sept pm
Friday 7th Oct am
Wednesday 12th Oct pm
Tuesday 18th Oct pm

As always, FoWS volunteers will be there to guide you through the process
- *so it won't take long.*

You can book online, telephone or call in.

We raised over £550

at our Moore Blatch stall in August thanks to patients' donations of cakes, books and bric-a-brac, and much help from Friends' volunteers on the day.

Christmas Party

Watch for posters in the Surgery for further details.

Fun Bridge Drive

Cheer up the post-Christmas doldrums by joining us at Fuller McLellan Hall Lymington Centre, for our

Fun Bridge Drive and
Ploughman's Lunch on
Friday 13th January 2017,
12 Noon - 4pm.

Price £10 per person:
To book: Mrs Lena Proudlove
01590 674946
Help to raise funds to purchase equipment for the comfort and benefit of patients at Wistaria Surgery. Please note revised date.

Coffee Mornings



We welcome *members and non-members* to join us at 10.30am on the first Tuesday of the month, at the Rivers Suite (Boyd Physiotherapy entrance) in Wistaria Court.

Make a difference to someone's life:

we urgently need Befrienders in Milford or Lymington

A Befriending service is now in place in both Lymington and Milford in association with Hampshire's Good Neighbours Support Service with 24 clients matched with volunteers in Lymington and the service growing in Milford. All Befrienders are carefully selected, trained and supported, as well as being police checked.

Feedback is very positive and many close and rewarding friendships have developed. If you would like to talk about joining us, as a client or volunteer please contact:

Lymington: Gill Taunt or Susan Antonio on Tel: 07867 22 99 82
Milford: Tony Harrison on 01590 645404



The Befriending service is ideal for anyone living on their own who is perhaps unable to get out and about easily. If you, or anyone you know might like a visit for an hour or so a week or fortnight from a friendly face with a listening ear in whom you can trust, and who perhaps shares some of your interests, then please get in touch.

Please note that the Befriending service is not a replacement for Social Services or any other care agency.

Gordon Antonio

We extend our condolences to Susan Antonio and her family on their recent loss. Gordon and Susan have been valued and active members of the Friends for many years, and Gordon was a much appreciated and excellent secretary for 6 years. His gentlemanly calm and efficient manner are missed.