

Church Lane Medical Centre

NEWSLETTER

Summer 2023 Issue

TEAM NEWS

This month we would like to introduce Abi who has joined our reception team; we also have Charlie helping with holiday cover on reception over the Summer period. Please be patient with new members of the team.

In other team news, we are delighted to share that at the recent North Lincolnshire Primary Care Awards, we won the top award - the **General Practitioner Team of the Year!** We are very proud to have won this award in particular as it recognises the contribution of every single member of the team from the GPs, Nursing and Health Care Assistant team, our wider PCN staff and the administration staff and cleaning team. There was some strong competition and to be named the top team out of 19 practices reflects all the hard work and commitment to patient care from everyone at Church Lane Medical Centre.

We won!

GP PATIENT SURVEY RESULTS

The annual GP Patient survey results have been published, and we are delighted to be recognised as one of the top-rated practices in North Lincolnshire! The nationwide survey, is conducted annually by Ipsos MORI and published by NHS England, and gathers a randomly selected number of patients' feedback on various aspects of their healthcare journey, including access to GPs, appointment-making and quality of care.



From the responses received, Church Lane Medical Centre stood out as the **top-rated town practice in Scunthorpe** and one of the highest in both North and North East Lincolnshire for Overall Experience. We had impressive scores that were higher than the national and county averages in every single area including:

- 89% described their Overall Experience as good
- 63% found it easy to get through on phone (increased from 44% last year)
- 93% found the receptionists to be helpful
- 100% of patients had confidence and trust in the healthcare professional
- 100% of patients felt that their needs had been met

The full results can be found online by visiting <https://gp-patient.co.uk/> where you can also compare the practice results to other surgeries in the local (or national) area.

We do appreciate this is only a small selection of patients' views and we will be sending out a link to our annual practice survey next month to allow everyone to feedback on the service they have received this year. Paper copies can also be completed if you prefer by either collecting one from the practice or asking for it to be posted out to you.

Thank you to everyone who has taken the time recently to pass on positive comments and reviews with us, we share every single one with the staff and it really does make our jobs worthwhile. If you want to provide feedback you can send in both compliments and suggestions via our website or leave a [Google Review](#) for us. Please remember if you are unhappy with any aspect of your care, we also have an official complaints procedure (leaflets available) which can be investigated separately.

SALLY MATERNITY LEAVE

Sally (Practice Nurse) will be going on maternity leave this month. In the main Dr Javaid will be covering any menopause or HRT support in Sally's absence although any GP or Advanced Nurse Practitioner can assist with this.



Dr Javaid is also able to fit and remove contraceptive implants.

We wish Sally all the best for this new exciting chapter!

SUPPORT FOR CARERS

Many people who look after relatives do not think of themselves as having caring responsibilities or being "carers" and are unaware they can access much-needed support.

The Carers Support Centre in Brigg will have a representative in reception **the second Tuesday of each month until lunchtime** to answer any questions you may have and offer support. Please do stop by and see them. Lynn, our Over 75 Coordinator also offers support to carers, irrespective of age.

WORLD BREAST FEEDING WEEK 1ST-7TH AUGUST

Breastfeeding can sometimes feel scary and lonely, and you might be struggling with confidence. It's important to remember that if you have any worries about breastfeeding then you should speak to your midwife or health visitor.



World Breastfeeding Week 2023 is focusing on breastfeeding whilst at work. It will show the importance of support in the workplace and parenting norms. The campaign aims to reach politicians, policy makers, employers and families.

CQC INSPECTION

In May we had a CQC (Care Quality Commission) Inspection over the telephone. The CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. They will monitor, inspect and regulate services and publish the results they find. Our last onsite inspection was in 2015 and further site visits had been postponed due to COVID so this was well overdue! Since then, the guidance has changed and the CQC will only visit GP practices currently if there are any concerns over patient safety. Otherwise all aspects of care are reviewed remotely.

We are delighted to say that we passed the inspection with flying colours in all areas; the CQC were impressed with all the measures we had in place and therefore will not be carrying out an onsite inspection. If you want to read more about the areas that are assessed during a CQC inspection, please visit: <https://www.cqc.org.uk/>.

PPG AWARENESS WEEK

During PPG (Patient Participation Group) Awareness week a number of our patient representatives spent some time in reception listening to patient views and also signing up some new members! Thank you to everyone who was able to volunteer.

Our next meeting will be held on Tuesday 1st August at 6.30pm and minutes of the previous meetings can be found on our [website](#) where you can also submit messages to the PPG.

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