

THE MULLION & CONSTANTINE

GROUP PRACTICE

Care Quality Commission (CQC) Rating

The Care Quality Commission visited the practice on the 23rd & 24th April 2018 to carry out a comprehensive inspection of the practice under section 60 of the Health & Social Care Act 2008 (scheduled routine inspection). The practice is very pleased with the ratings awarded which reflects the excellent service provided by all our staff to our patients :-

Patient Experience ratings

Is it Safe	Good
Is it Effective	Good
Is it Caring	Outstanding
Is it Responsive to People`s needs	Outstanding
Is it well led	Good

Provision for Certain Groups ratings

Older People	Outstanding
People with Long Term Conditions	Outstanding
Mothers, Babies, Children & young people	Outstanding
The working- age population & those recently retired	Outstanding
People in vulnerable circumstances who may have poor access to primary Care	Outstanding
People experiencing poor mental health	Outstanding

The overall rating for the practice is **Outstanding**

There are four ratings

Inadequate
Requires Improvement
Good
Outstanding

The full inspection report is available via either the practice website or the CQC website.

Text reminder service

If you would like appointment reminders texted to your mobile, please visit your surgery and complete a 'Text reminder service' registration form.



Your surgery now has WiFi

All four of our surgeries now have WiFi available for patient's use in the waiting rooms.

Mullion & Constantine surgeries - car parking

We have limited space for parking so would like to request that the surgery car parks are only used when visiting the surgeries.

A suggestion for Mullion patients is that some of our more mobile patients would consider parking in one of the car parks in the village and walking to the health centre. A few of our staff are intending to do the same.

Thank you.

Staff News

Mullion Health Centre bids a sad 'Goodbye' to receptionists Trilby and Jodie. Trilby is going to return to her studies and Jodie is now training to be a dispenser at Constantine Surgery. In their places we will welcome Fiona Lester & Hayley Rosevear.

Bethany has sadly now left Constantine Surgery where she started as an apprentice then trained as a dispenser. She is going to train as a Nurse. We wish her luck.



Missed Appointments

During the month of May **142 patients** did not attend their pre-booked appointment at the Mullion & Constantine Group Practice. This accounts for **over 30 hours** of appointments in one month!

If you are unable to attend your appointment for whatever reason, please try and cancel it.

This will mean that more appointments are available to other patients, so reducing waiting times for routine appointments for everyone.

You are able to do this by phoning up the surgery or online.

Organ donation

We would like to take this opportunity to mention the sensitive subject of organ donation.

We have all heard stories of how the kind gift of organ donation can save lives of adults and children and indeed there have been patients of ours who have received donated organs.

To join either pick up a form in reception or visit organdonation.nhs.uk/register-to-donate



Going abroad on holiday?

If you are planning a trip abroad, please come in and collect a travel vaccination form as soon as possible.

The Practice Nurse needs time to check what vaccinations you need against what you have already had. Also many vaccines need two weeks or more to work and may have to be ordered in.

We suggest that you come in at least a month before travelling.

Online Services

If you have not already done so, why not register for our online service for patients?

The system has 3 main services:

- ❖ Booking appointments
- ❖ Ordering repeat prescriptions
- ❖ Accessing your medical records

To register for this please ask for a form from reception and when completed return it in person along with some ID.

Dressings for Patients seen in the surgery

The NHS does not fund GPs to supply dressings which are used for patients when they attend the surgery. Until recently we have supplied dressings out of our own funds. However, this is no longer sustainable and with effect from 1st February 2018 we commenced issuing prescriptions for dressings used in the Practice.

Patients who are exempt prescription charges will not notice any change as we can process the prescriptions on behalf of the patient and obtain the dressings required from a pharmacy (patients will be required to indicate the reason for exemption).

Patients who are not exempt from prescription charges will be asked to pay a prescription charge which is currently £8.80 for each item or dressing being used at their appointment with the practice nurse. The nursing team will only prescribe appropriate dressings for the treatment of the patient. The NHS prescription charge is a contribution to the NHS, it is **NOT** a payment to the surgery and it is not related to the cost of the item(s).

If you require more than 4 prescription items in 3 months or 12 prescription items in a year you could save money with a Prescription Prepayment Certificate, ask a member of staff for more details.