

# SURGERY NEWSLETTER

February 2014

Volume 8, Issue 1

## Ear Syringing

**If you have been given an appointment to have your ears syringed, please apply 2 or 3 drops of olive oil at room temperature, 3 times a day for at least 5 days prior to your appointment.**

**The Elizabeth Courtauld Surgery**  
Factory Lane West  
Halstead  
Essex  
CO9 1EX

**Tel** 01787 47 59 44  
**Fax** 01787 47 45 06

**Surgery Hours**  
8.30am - 6.30pm  
(Monday, to Friday)

6.30pm - 8.30pm  
(Monday evenings by appointment only)



It is now so much easier to contact your surgery for appointments, prescriptions and feedback.

If you visit our website you will see a series of buttons linking you to our electronic booking system for appointments, prescriptions and access to our patient surveys. We are also on Twitter if you want to follow our news as it happens.

Visit  
[www.elizabethcourtauld.gpsurgery.net](http://www.elizabethcourtauld.gpsurgery.net) for details

### Book appointments

Register for SystmOnline and book your doctor's appointments 24/7 wherever you are. Over 1,000 patients are now signed up and using online booking of appointments and prescriptions.

### Order prescriptions

Nominate a Pharmacy and order and collect your prescriptions without visiting the surgery. Local pharmacies are taking part in the EPS scheme (Electronic Prescribing Service). This virtually stops the need to come in to the surgery to wait for

a green FP10 prescription form. You save time calling in and your pharmacy can even order your regular medications for you too. Ask your pharmacy for details and nominate the one you prefer.

### Full Survey

We are currently gathering patient feedback through a four page survey. If you would like one you can pick one up in reception or go online and download one.

### Quick Survey

Fill in our "One Question" survey online. This quick survey allows us to monitor patient satisfaction over time. We plan to publish monthly results.

### Patient eForum

Our patient participation group is now online and runs through email. If you would like to take part, pick up a form in reception, visit the website or email us on [courtauld.patients@nhs.net](mailto:courtauld.patients@nhs.net)

We will email you through the year to ask your opin-

ions on changes being made in the surgery. So far, over a hundred patients are signed up to the eForum. The average age of the group is 57.

### Twitter

You can follow us on Twitter too @CourtauldDocs



### Auto Check-In

Nobody likes queuing, so you can save time at the counter by using the auto-check in screen to let us know you have arrived. It is simple to use and works for all GP, Nurse, HCA (Health Care Assistant), INR and phlebotomy appointments



We are trying to use technology to make it easier for patients. You are never too young or old to try it. See the website for details.



## CARE.DATA

### How information about you helps us to provide better care

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service,

to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

#### You have a choice.

If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you

helps us to provide better care".

We will make sure that the way we use information is in line with the law, national guidance and best practice. Reports that we publish will never identify a particular person.

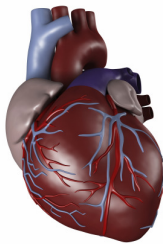
More information can be found here

[www.nhs.uk/caredata](http://www.nhs.uk/caredata)

or Call the dedicated patient information line on: 0300 456 3531 This line also offers translation and text phone services.

## HEART FACT

A man's heart beats an average of 70 beats per minute, compared to 78 beats per minute in women. Generally, the bigger the body, the slower the heart



## INSPECTION TIME

### CQC Inspection

The CQC inspect care in General Practices, hospitals, care homes, people's

putting people at risk. Their inspections are unannounced unless there is a good reason for them to let the service

right systems and processes are in place.

Look for evidence that the service isn't meeting national standards.



#### When they visit us

When the CQC team come to the surgery, they will be interested in knowing what patients think of their Surgery and will want to interview some of you at random.

If they ask you for your opinions, please feel free to talk to them. They will be wearing identification badges.

You can visit their website [www.cqc.org.uk](http://www.cqc.org.uk) for more information.

own homes and dental practices, and other services against the National standards, and publish their findings on their website and in their inspection reports.

They currently inspect GPs once every two years and are due to visit local surgeries at some stage in the next 18 months. They also re-inspect services that aren't meeting standards and they will inspect services more often if they think they are providing poor care that might be

know they are coming. For initial GP inspections there will be two days notice given to the practice.

#### What do they do during the inspection?

During their inspections they: Ask people about their experiences of receiving care.

Talk to care staff.

Check that the



### REPEAT PRESCRIPTIONS

The request line is now open 24 hours a day, 7 days a week.

Call 01787 479 889 and leave your message.

You can also order online from our website

[www.elizabethcourtauld.gpsurgery.net](http://www.elizabethcourtauld.gpsurgery.net)