

The Bartlett Bulletin

The voice of Bartlett Group Practice in Ash Vale & Frimley Green

Issue 1 April 2017

Patient Newsletter

Welcome

Welcome to a new look Bartlett Group patient newsletter - 'The Bartlett Bulletin'. This is the first issue of a single newsletter for patients across Bartlett Group Practice. Ideas and suggestions for future copies would be most welcome.

Staff Changes

Dr Philip Whatmough – retired at the end of January. Dr Whatmough had been a GP at Ash Vale for 23 years.

Dr Obi Amaechina is back working as a locum GP at Frimley Green

Dr Mary Elliott is working 2 days a week as a locum GP at Frimley Green

Dr Rachel Starkey is working 4 mornings a week as a locum GP at Ash Vale

Dr Hannah Wardle is returning from maternity leave on the 13th April at Frimley Green

New Services

1. Although this is a service that has been provided at Ash Vale for some time, **24Hr Blood Pressure** monitoring is now also being provided at Frimley Green, when your Doctor wants to measure your blood pressure at regular intervals over a 24hr period.
2. Patients might be aware that **INR monitoring**, (for those who are required to take Warfarin) is changing with the introduction of new testing equipment accessible at both sites. Patients will no longer need regular blood tests but will have a simple "finger prick" test, making the process far more convenient and enabling you to receive an instant result whilst you are here. Speak to the Phlebotomist when you are next at the practice for more information.

Inspected and rated

Good



The final inspection report following our recent CQC visit in March has now been published and is available to view and read via the CQC website.

From the original visit last September, we were asked to make a few improvements, which have now been implemented in full.

We have subsequently been re-assessed as compliant and have a rating of 'Good' across all of the areas.

The latest report can be accessed from the following link:

<http://www.cqc.org.uk/location/1-549893785>



Travelling Abroad

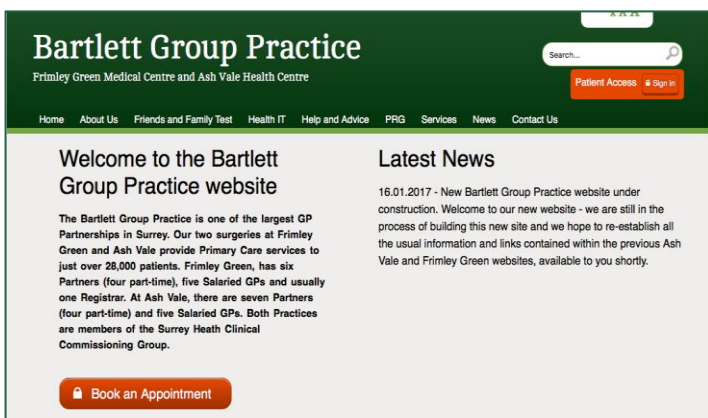
Travelling is fun and something most of us look forward to each year, but it can also be full of pitfalls. Many travel to remote and distant lands but forget to think about the health risks associated with many destinations around the world. Vaccination courses can take a few weeks to complete. Don't leave it to the last minute to make arrangements. We run travel clinics and provide the very advice you need, but we need you to **contact us 6 to 8 weeks in advance of your trip.**

We are also a Nationally Accredited Yellow Fever Vaccination Centre, so can cater for all your travel health needs. Please remember to complete and send us the Travel Assessment form that can be found on our new website at least one week ahead of your appointment.

Website Refresh

The new **Bartlett Group Practice** website is **LIVE** : www.bartlettgrouppractice.co.uk

We are still in the process of developing the website and refreshing much of the content that was on the previous two websites. There are some new features plus lots of self-help information for patients to refer to. Our recent survey has asked patients to comment on what they would like to see on the website, and results will be available shortly on the practice website.



New SMS reminder Service



We have introduced a new SMS service that we hope will help our patients manage their appointments.

MJog is a fully automated text and email messaging service designed to reduce missed appointments and to inform patients of their eligibility for services such as flu and shingles vaccinations

Patients will also be able to text back to cancel and free up an appointment without contacting Reception, at a time to suit them.

We hope to use this service in the future to send health information and to gather essential health information from patients to help improve their care.

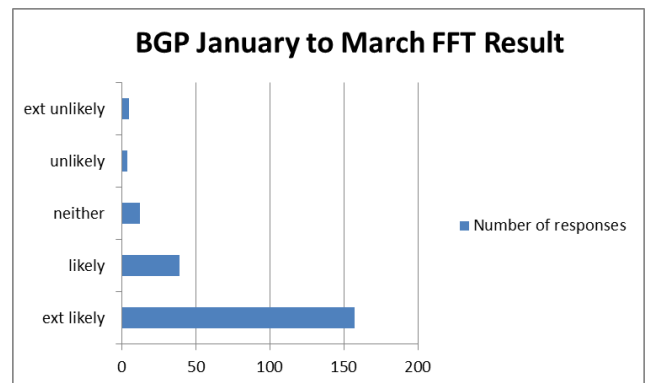
FRIENDS AND FAMILY TEST

Would You Recommend Bartlett Group Practice

The latest Friends and Family Test results can be found below. This is a measure for us in how well we are doing and how our patients feel about the care they receive with us.

The score for the last quarter is 62.5 (based upon 217 responses)

(The score is calculated using the proportion of patients who would strongly recommend us minus those who would not recommend or who are indifferent)



Don't forget we really are interested in any comments you have on the way we run our service. We do try hard to make changes to improve patient care, however the best feedback comes from you.

Please leave feedback either via a form on our reception desk, via our website or visit: www.iwantgreatcare.org

If you wish to leave feedback on the NHS Choices Website visit: www.nhs.uk/Services/GP/LeaveReview

A selection of comments received from our recent survey.



We will take these comments on board and will shortly publish our focus areas for 2017/18. Please see our website for future updates.