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## **NEWSLETTER – February 2012**

[We have been awarded the Quality Practice Award !!!!](#)



The doctors and staff at The Richmond Medical Centre were assessed by the Royal College of General Practitioners on Friday 9th December 2011. We are proud to announce that we passed their inspection demonstrating that we offer the highest standard of patient-centred healthcare and were awarded the Quality Practice Award (QPA)

The inspection looked at all areas of the Practice from the reception team to the clinical care provided by the GPs, from protocols to record keeping and was a very thorough inspection. On the day all members of staff were interviewed including the GPs and community nursing staff and also patients in the waiting room attending their appointment.

For the practice to achieve the award, evidence and assessment has to be provided that conforms to a set criteria in the following areas:

- Practice Profile
- Accessibility
- Patient Information and Choice
- Management of Chronic Illness
- Management of Medicines/Prescribing
- Investigations and Results
- Preventative Care and Health Promotion
- Children's Health
- Women's Health
- Mental Health Services
- Cancer Services
- Continued Care in the Home
- Services for People with Disabilities
- Minor Operations
- Team Values
- Teamworking
- Continued Professional Development
- Patient and Public Involvement
- Medical Records, Registers and Computers
- Clinical Quality Assurance
- Practice management
- Premises and Equipment

As there are only a few practices in the country who have achieved this high standard we are obviously extremely proud of this recognition.

## **Changes at the Surgery**

The practice has had a number of new people join the team recently. Dr Sarah Fletcher and Dr Farooq Pirwani have joined us on a permanent basis. Dr Fletcher will be working Tuesdays and Wednesdays and Dr Pirwani will be working Thursdays and Fridays. This will allow us offer more appointments.

Dr Kumar has become a full time partner from 1<sup>st</sup> November. He is now doing the late surgeries on a Monday evening alongside Dr Magee and Dr Lough.

We have also been joined by Barbara Womack (Babs) who has joined us from Scotland. She is an experienced Practice Nurse and is already seeing patients. She specialises in respiratory problems but is qualified to provide a wide range of nursing duties.

We would like to extend a warm welcome to all the new team members.



## **PATIENT PANEL**

The practice is trying to set up a group of patients who are happy to be emailed for their opinions should we be looking at making any changes. We also email the newsletter to these patients to stop them from having to come into the surgery. We will not be contacting on a weekly basis so it should not generate a lot of emails for you. Please can you let us know if you would like to be on the patient panel.

### **Call 111 when it is less urgent than 999**

What is 111? NHS 111 is a new telephone service being introduced to help make it easier for you to access local health services. If you live in Lincolnshire, you can now call 111 when you need help fast, but it isn't a 999 emergency. You can ring 111, 365 days a year, to reach a full range of local health services, including out of hours doctors, community nurses, emergency dental care and late opening chemists. Calls from landlines and mobile phones are free—just like 999. Calling 111 will get you through to a team of highly trained advisers, who are supported by experienced nurses. They will assess your symptoms and guide you to the right service. Wherever possible the 111 team will transfer you directly to the people you need to speak to. If they think you need an ambulance, they will send one immediately—just as if you had originally dialled 999. People should use 111 service if they need help or advice urgently but it is not a life threatening emergency. You should call 111 if

- It is not an emergency
- You don't think it can wait for an appointment with your GP or
- You don't know who to call for medical help.

## **PREMISES UPDATE**

The Practice is currently working very closely with the Primary Care Trust (PCT) and we have been informed that the development is currently highly likely to take place. The PCT have acknowledged that there is a lot of growth in the area and have agreed that we should be given new premises as a priority. Talks are at a very early stage but the development is finally looking promising. We will obviously keep everyone updated as soon as we know anything further.

## **FLU VACCINES**

We still have a number of patients who qualify for the free flu vaccine who have not booked their appointment. If you fall into any of the groups below and have not yet had your vaccine please contact the surgery and book an appointment as soon as possible.

Chronic (long term) respiratory disease, such as asthma on regular steroid inhalers, COPD or bronchitis

Chronic heart disease, such as heart failure

Chronic kidney disease

Chronic liver disease

Chronic neurological disease, such as Parkinson's disease or motor neurone disease

Diabetes

A weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)

You are also entitled to a free flu vaccine if you:

Are aged 65 years and over

Have household contacts of immunocompromised individuals

Live in long-stay residential care homes or other long-stay care facilities

Are a Carer: Those who are in receipt of a carer's allowance, or those who are the main carer, or the carer of an elderly or disabled person whose welfare may be at risk if the carer falls ill. A person will need to be recorded on our system as a carer before we can offer this so please ask at reception for information about how you register as a carer. (Please note – this category refers to individual carers entitled to a free flu vaccine on the NHS, not professional health and social care workers who should be vaccinated by their employer as part of an occupational health programme.)

Are Pregnant

## **PNEUMONIA VACCINATION**

Patients in the above at risk groups and those over 65 are also entitled to have the pneumonia vaccine. This is generally a single vaccine and is not required every year like the flu vaccine. If you wish to enquire about the pneumonia vaccine please speak to a receptionist.