

Spring 2017

Dipton Surgery
Oakfields Group

Spring 2017 Newsletter

Visit our website at www.diptonsurgery.co.uk

Care Quality Commission (CQC)

The practice CQC inspection took place in June 2016. During the assessment inspectors spoke with a range of staff (including GPs, nurses, management, administrative, reception and dispensary staff) and with patients who use our service. They also:

- Observed how patients were being cared for.
- Reviewed an anonymised sample of the personal care or treatment records of patients.
- Reviewed comment cards where patients and members of the public shared their views and experiences of the service.

To get to the heart of patients' experiences of care and treatment, they asked the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Inspectors also looked at how well services were provided for specific groups of people and what good care looked like for them.

The population groups are:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable

Samples

Please ensure that you always put your name, date of birth and all other relevant details on your specimen bottle before handing in at reception. On every occasion a form should be completed to advise the reason for the test and who requested it.

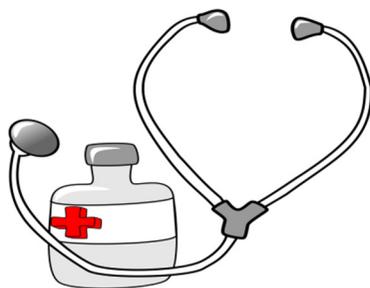
Samples in incorrect containers, not adequately labelled or handed in with no known reason for testing, will not be processed.



Doctor Clinics

Dr Purnima Adla has taken up a full time post at a practice nearer to her home in Durham and we wish her all the best for the future.

We are very pleased to announce that Dr Claire Tilley is now covering clinics at the practice on Tuesday and Thursday.



- People experiencing poor mental health (including people with dementia).

We are very pleased that overall the CQC rated the services we provide as **GOOD** and see this as an enormous achievement and accolade for the practice.

Please visit our website www.diptonsurgery.co.uk to view the full report.



Great North Care Record

At the moment, every healthcare organisation holds a different set of records about you. Information in different records can be duplicated or incomplete. Great North Care Record is the development of access for health professionals to view your electronic medical records.

The aim of the Great North Care Record is to support you with safer, more joined up care and to give healthcare professionals access to more accurate and consistent information across all services.

You can choose not to have a Great North Care Record, but sharing your medical information will make it easier to provide the best care and support for you.

For more information please pick up a leaflet in reception or call 0344 811 9587 or email: gncarerecord@nhs.net



Citizens Advice Healthier & Wealthier Service

If you are stressed or struggling with finances, the County Durham Healthier & Wealthier service can help you maximise your income, deal with debt, claim the right benefits and tackle problems with work, housing, caring, energy costs, relationships and more. Please ask at reception to arrange a call from the Healthier & Wealthier team, or call them on 0300 323 1001 before 1pm.



Think you need antibiotics

Antibiotics are not always the answer. Your body can fight off winter viruses on its own.

Find out more at: urgentoremergency.co.uk or call 111

