

# The Surgery Newsletter

## Ramsbury and Wanborough Surgery - Summer 2018



### Outstanding!

You may be aware that on Thursday 10<sup>th</sup> May, the Practice was inspected by the Care Quality Commission. The much awaited report has now been published and I am pleased to say the Practice has received an overall rating of 'Outstanding'. This is the highest rating you can receive and we are delighted to have achieved this rating for the second time. It takes a lot of hard work and commitment from all the staff to run a successful and resilient GP Surgery. Our Patient Representative Group supports the Surgery and we are very lucky to have such willing and proactive patients who fulfil this role. Thank you to everybody involved for your continued support and cooperation.

*Alison Harrod* – Practice Manager

### NHS 70 Years

To celebrate the NHS turning 70 this year, we are joining in the National celebrations and invite you to pop in for a cup of tea and piece of cake on Thursday 5<sup>th</sup> July between 12 and 2pm. All we ask is that you make a small donation to a local NHS charity. Please enter via the entrance door on the Lower Ground Floor at the rear of the Surgery. We look forward to you joining us to celebrate the NHS turning 70.



### Sharing your Health Record

In our last newsletter we detailed information on sharing your health record and how your information is shared. If you missed this, please visit the Practice website and read about "Sharing your Medical Record". Leaflets are available from Reception for you to complete with your preferences.

In addition to the above there is a National Data Opt out programme which is a new service that allows people to opt out of their confidential patient information being used for research and planning. Patients can ring 0300 303 5678 to opt out of sharing their confidential patient information for research and planning purposes. **PLEASE NOTE: this is not the same as sharing your medical record with other medical practitioners involved in your active health and social care.** More information is available by accessing <https://digital.nhs.uk/services/national-data-opt-out-programme>

### "Walk-In" Patients

We are aware of an increasing number of patients who turn up at the Surgery requesting to be seen without any booked appointment. We do operate an appointment system and therefore we do not feel it is fair for those patients with booked appointments to be delayed due to us squeezing in an extra patient. If it is considered appropriate by a Clinician (GP or our Nurse Practitioner), we will always ensure emergency patients are seen on the same day. All we ask is that you ring ahead and we will endeavour to deal with your clinical need. If you feel your need is urgent, please let the Receptionist know and they will ensure you are offered appropriate care.

## Carers Coffee Afternoons

Carer Support Wiltshire has recently launched a new online community for Young Adult Carers. YACbook is a safe place for Young Adult Carers to find information, advice and links to support. Topic and resources include mental health support, building your confidence, studying and employment. Please visit [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk) for further information.



Our next Carers Coffee afternoons are on **Thursday 19th July and Thursday 20th September at 2pm**. These events are very informal and we always have cakes! Please do consider coming along and joining us. On Thursday 19th July we will be joined by a representative from RSVP a voluntary organisation which is expanding its services throughout Wiltshire.

## Patient Information Evening

We held our first patient information evening in May which was well attended and feedback to date has been positive. Our next patient information evening is scheduled for **Tuesday 25<sup>th</sup> September** and the topic is **Preventing Diabetes**. Due to restrictions on numbers this will be a free ticketed event again. More details will follow nearer the date.

## Getting Active!

**WALKING FOOTBALL** at Marlborough Leisure centre, suitable for the Over 50's. For more information contact: Chloe Buller on [chloe.buller@wiltshirefa.com](mailto:chloe.buller@wiltshirefa.com)

**Parkrun** - Swindon and Newbury both hold a free 5km park run every Saturday morning at 9am. This is a great event and is **FREE!** Please visit [www.parkrun.org/swindon](http://www.parkrun.org/swindon) or [www.parkrun.org/newbury](http://www.parkrun.org/newbury) for further information and details how to register.



## Weekly exercise classes based at Ramsbury Surgery

Yoga contact **Clare Fisher** on [clarefisher@hotmail.com](mailto:clarefisher@hotmail.com)

Pilates contact **Debbie Simpson** on [Debbie.s.simpson@btinternet.com](mailto:Debbie.s.simpson@btinternet.com)

