

## **CARE QUALITY COMMISSION INSPECTION— RATED GOOD!!**



The Care Quality Commission (CQC) is the Independent Regulator of Health & Social Care in England. They have the power to close doctors' surgeries if they are not considered to be effective, safe, compassionate and of a high quality.

Therefore, when we had the call to say that they were going to visit us on 22<sup>nd</sup> November 2016 we were filled with a bit of trepidation, but also felt it to be an opportunity to explain what we did to try to offer the best level of service we can.

On the day we had three inspectors turn up and following a presentation by us, the rest of the day was answering question after question and providing evidence to back up what we were saying. It was a very long and thorough inspection, lasting the whole day.

The ratings following an inspection are outstanding, good, requires improvement and inadequate. The rating is based on a combination of how we are seen in the areas of being safe, caring, effective, responsive and well-led across the range of patient groups including older people, people with long term conditions, families and young children, working age people, people in vulnerable circumstances and people experiencing poor mental health.

We are pleased to have been rated as **GOOD** overall. There were a number of complimentary remarks about the work we are doing, including evidence of having caring staff, efforts to ensure patients with long term conditions are regularly monitored and the relationship with our patient group. They also noted a couple of areas to work on, some of which are related to the premises and which will be addressed straight away.

A full copy of the report will be available on their website and once there we will add a link from our website. Colin Neal, Practice Manager

### **Partners**

Dr T Fernandes

Dr J Brazier

Dr S Stier

Dr H Antscherl

Dr G Solomons

Dr P Oliver

Dr S Addala

Dr N Rahman

### **Associates**

Dr M Nicholas

Dr C Jensen

Dr D Franzmann

Dr C Greening

Dr S Murphy

Dr S DaSilva

### **Registrars**

Dr Sarvin Soltanieh

Dr Sam Dluzewski

### **Practice Manager**

Mr C Neal

### **Asst Practice Manager**

Mrs N Booth

### **Patient Services Manager**

Ms C Edwards

## **Our new website - [www.parkwoodsurgery.nhs.uk](http://www.parkwoodsurgery.nhs.uk)**

Hopefully some of you have already tried this out, but we have a new website that is tablet friendly (excuse the pun) and which we hope will be your first port of call to access the Surgery in the future.

We have spent a lot of time trying to ensure that you can access us through it for appointments and prescriptions, but also so that you can use it as a resource for all your health issues.

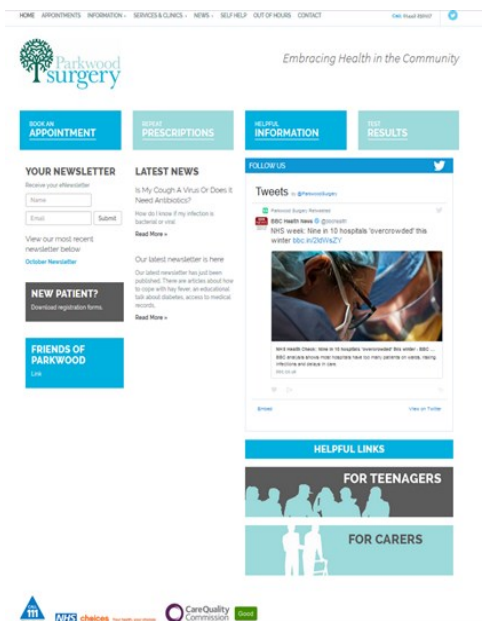
You will be able to sign up for our up to date newsletters and also keep up to date with the Friends of Parkwood Surgery activities and talks.

There are so many resources out there to help you get the best possible health care and we have tried to make the webpage a portal to these resources so that you are (a) aware of their existence and (b) know how to access them.

We have also included self help guides that will enable you to research your ailments yourself and guide you as to the best way to treat them.

The website is new, so there may be items that you think should be on there but are not and so we would love to hear from you about what you would like to have on *your* Surgery website.

On the front page of the website, you will also find our Twitter feed, which is regularly updated and is a great way of touching base with what is happening at the Practice.



# WELCOME TO OUR NEW DOCTORS



*To the Team*

Over the last few months the Surgery has welcomed a few new Doctors & seen a couple of changes too. Dr Nadia Rahman has now become a Partner in the Surgery & we also welcome Dr Smitha Addala as a new Partner at the Surgery. Our Locum GP, Dr Stella DaSilva has now taken on a permanent role with us now and Dr Sheila Murphy has joined the Surgery as an Associate GP too. These new recruitments now bring our GP tally up to fourteen permanent Doctors, as well as the two fully qualified GP Registrars that are affiliated with Parkwood Surgery for a few months; ie Dr Sarvin Soltanieh and Dr Sam Dluzewski.



## The Friends of Parkwood Surgery

The Friends of Parkwood Surgery (FPS) is a Patient Participation Group: we are Patients of Parkwood Surgery who volunteer our time to share your views with the Practice, with the aim of improving the services provided to you. Please take a moment to read this excerpt from our leaflet and consider joining The Friends.

### OUR VISION:

To represent and be representative of all Patients at Parkwood Surgery;  
To enable improvements that benefit the Patients and the Practice; and  
To support the Practice in meeting Patient needs and make the best use of funding and resources.

### WHAT THE FRIENDS DO:

The Friends Committee meets regularly with the Practice to discuss feedback from Patients and enable new approaches; we provide assistance with Practice initiatives; we raise funds to enable improvements; and we decide on and plan our events. Through positive engagement, we aim to support the Practice in achieving its aims of embracing health in the community, providing services in a familiar, welcoming and relaxed environment and improving the health of Patients.

The Friends of Parkwood Committee has eight active members and we are currently seeking four new members. If you are interested and can spare a few hours each month, please read on for details of committee responsibilities:

Become a Friend of Parkwood Surgery: You will receive our newsletter providing Practice and FPS updates, your membership fee funds our improvements and initiatives, you can attend Member Only events and you can contribute your views and ideas for improvement.

Become a Close Friend of Parkwood Surgery: Close friends are those willing to help organise or manage a specific event or contribute to initiatives; this could be in person or via email.

Become a Committee Friend of Parkwood Surgery: Committee Friends run the FPS Group. They represent patient views to the Practice during monthly meetings, work with the Practice on initiatives, decide on and organise events and manage fund raising.

### HOW TO CONTACT THE FRIENDS OF PARKWOOD SURGERY:

Call the Practice Managers—Colin Neal or Nina Booth at the Surgery on telephone 01442 250 117.

Email the us directly at [friendsofparkwooddrive@googlemail.com](mailto:friendsofparkwooddrive@googlemail.com).

Speak to us in person at one of our events.



### The Friends of Parkwood Surgery

#### 2017 Events all at Parkwood Surgery - save the dates!

Date	Event
Mar-Apr	Easter Raffle – raising funds for a Defibrillator for Boxmoor surgery Tickets available in main Waiting Area
Tue 25 April	Cardiovascular Problems and Healthy Living
Tue 27 June	Living With The Menopause
Tue 12 September	Independent Living
Sep-Oct	FPS Membership Fees due £2 per household, join/renew at the flu clinics

Representative of all Patients \* Enable Improvements \* Support the Practice