



BRAMINGHAM PARK MEDICAL CENTRE PRACTICE NEWSLETTER

Bramingham Park Medical Centre, Patient Participation Group (PPG) would like to welcome you to the first PPG newsletter of 2014.

CHANGE OF MANAGEMENT

The Practice has undergone a change of management to Phoenix Primary Care (South) Ltd. Dr A Thomas is the Clinical Director. They are a general medical services provider operating in the Primary Care sector of the NHS. With the acquisition of 2 contracts in Luton, the organisation now operates a total of 10 Practices and 1 Walk in Centre, 8 in the West Midlands, 1 in Bedford and 2 in Luton.

Phoenix has successful track record of delivering high quality primary care services to patients and are committed to continue to deliver a high standard of healthcare for patients and carers by offering better access to the Practice. This will be achieved by longer opening hours on weekdays, Saturday mornings and bank holidays. This will ensure all our patients can access the service at a time which is convenient to them.

The organisation is focussed on keeping people well and preventing ill health. This will be achieved by:

- Lifestyle clinics – offering preventative advice to well patients i.e. help to stop smoking, weight management advise
- Screening programmes i.e. cervical screening
- Immunisations and vaccinations i.e. flu, shingles, children & travel vaccinations
- Chronic Disease Management to help to reduce progression and recurrence – diabetes, heart disease
- Carers – ensure their health and wellbeing is being looked after

There will be many changes in the coming months and we would like to thank you for your patience whilst these are being implemented. Should you need any advice please speak with the Practice Manager who will be happy to help you

CARE QUALITY COMMISSION (CQC)

From 1 April 2013 all providers of NHS general practice and other primary medical services must be registered with the Care Quality Commission. The CQC sets out regulations and requirements for quality and safety that all providers must meet. There are 16 essential standards of quality and safety, which come under five main areas of care:

- Treating people with respect and involving them in their care
- Provision of care,
- Treatment and support that meets people's needs,
- Caring for people safely and protecting them from harm,
- Staffing and Management

Patients can expect the services they receive from their GP to meet essential standards of quality and CQC will be visiting Practices in the next 3 years to ensure these are being met. We will keep you informed of our assessment when it happens.

PATIENT PARTICIPATION GROUP (PPG) NEWS

Bramingham Park Medical Centre PPG would like to welcome you to the first update from the group. Our patients experience and views are vital in shaping Phoenix services. It is your Practice and we would like to invite and encourage you to be involved at all levels.

What is the PPG?

Our group is made up of 8 active committee members and we are keen to encourage you to participation in Practice meetings and activities. We meet on a monthly basis together with practice staff, including a doctor. If you cannot attend the meetings we are encouraging patients to sign up to our Virtual Patient Participation Group (VPPG). This is usually done via email and you can email your views to the Practice and they will be taken to the meetings on your behalf. You will also receive information about the practice including newsletters. We welcome new members and would especially like to increase the size of the VPPG which allows otherwise busy people of all ages to express their views by email or by post. For more about the PPG, ask for more details at reception.

At the meeting in January there was an overwhelming vote of confidence for Mr E Bermingham to take on the role of Chairperson of the Bramingham Park Medical Centre PPG

What has the PPG done recently?

- **Appointment of a new Chairperson**

At the meeting in January there was an overwhelming vote of confidence for our new Chairperson Mr E Bermingham. Mr Bermingham will be the spokesperson for the group and welcomes you to join him in moving forward to help improve services in the Practice

- **Annual Survey**

The group are reviewing the Practice annual survey to ensure we gain the experience and information to help us to look at services for the year ahead of us. This will be given out at the beginning of March

- **CQC**

CQC visited us briefly to meet with the new management to see how they were going to move forward with the Practice and services. Mr Bermingham and Mr Wright were invited to the meeting so they could meet with the assessor and air their views on your behalf

SOMETHING FOR US ALL

- We ask that you cancel any appointments which you cannot attend as someone else may need it
- Please attend appointments on time. If you are more than 10 minutes late without letting the Practice know you will be asked to rebook for another time
- Remember your PPG welcome you and your views to help improve the Practice but we cannot deal with complaints. The Practice has a complaints procedure for this, please speak to the Practice Manager for further advice