

Would you recommend Stour Surgery? The Friends and Family Test



What does it mean?

The Friends and Family test is a feedback form that can be used to improve NHS services. After each consultation you will be asked whether you would recommend Stour Surgery to your family and friends if they need similar treatment or care.

How does it work?

When you visit Stour Surgery for care or treatment, an opportunity is available to give feedback by answering a simple question about your experience: **“How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?”** You will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

Space is available for you to tell us why you gave that response in your own words.

Responses are anonymous and you can deposit your opinion in a ballot box in reception or give it to a member of staff. If you are unable to answer the question, a friend or family member is welcome to respond on your behalf.

Alternatively, you can also complete the Friends and Family test online by copying the web address below in to your internet browser <https://www.leavemyfeedback.com/4661>

How are the results used?

The information will give Stour Surgery your views on the care and treatment you have received, which alongside other existing ways of gathering feedback, will help the surgery to make improvements for patients.

The Friends and Family Test is also been successfully used in hospitals across the country and is proving to be valuable in obtaining patient experiences.

Test results for all NHS services will be published on the NHS Choices website.

For more information on the Friends and Family Test, please visit: www.nhs.uk/friendsandfamily

Friends and Family Test does not replace Stour Surgeries complaints procedure or other forms of feedback. You are always welcome to request to speak with, or write to our Practice Manager Faye Francombe.

Gathering this information enables Stour Surgery to continuously improve its services.

Useful Links



<http://www.dorsetccg.nhs.uk>
(Dorset Clinical Commissioning Group)

<http://www.nhs.uk/pages/home.aspx>
(NHS Choices)
<https://www.england.nhs.uk> (NHS England)

<http://www.healthwatchdorset.co.uk>
(Dorset Healthwatch)

<http://myhealthdorset.org.uk> (My Health My Way - Taking control of your health)

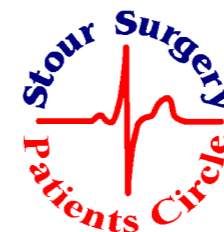
**PATIENTS CIRCLE VOLUNTEERS
PATIENT OFFICERS AND
COMMITTEE MEMBERS**



John Reeves, Chairperson	429544
Stephanie Bawdon Vice Chair	486974
Paul James, Treasurer	241474
Erica Philips, Secretary	471170
Tricia Fagan	477659
Pauline Medcalf	432651
Lawrie Mountford	07749 805451

Produced with the help and assistance of the Patients' Circle, Doctors and Staff at Stour Surgery

All Contributions welcome



SUMMER BAZAAR

Saturday 22rd June



Please come along and join us on the day to raise funds to buy equipment for your surgery. If you cannot manage to support us on the day, why not buy some raffle tickets, which will be sold at the surgery from Monday 3rd June, or make a cash/cheque donation, which can be left at Reception for us.

We also appreciate good quality donations for our stalls, to be dropped into the surgery in the week preceding the Bazaar.

Recently we have replaced the liquid nitrogen cylinder, so that the surgery can continue to offer the removal of warts etc and have also purchased a new vaccine fridge, so that the surgery can continue to

Refreshments

Tea / Coffee
Homemade Cakes

Raffle

Many prizes, including £50 M&S voucher

Stalls

Books, Cakes, Toys, Bric-a-brac, Nearly New, DVDs/CDs, Jewellery, Tombola, Plants and Games

All proceeds

To purchase equipment for your surgery.

ALL DONATIONS are very welcome (but no electrical equipment please).

NEW HELPERS are always very welcome!

Tel: Erica Phillips (01202 471170)

ECONSULT**A NEW Online Consultation Service**

Stour surgery is pleased to be offering an 24/7 online triage platform which is available via our website www.stoursurgery.co.uk

e-Consult is a service that allows you to consult online with your clinician as well as seek self-help advice and be signposted to other health services.

e-Consult offers patients the option of self help and symptom checking or signposting to 111 or pharmacy for minor conditions.

Patients may find the answers they need and avoid an appointment altogether, helping to relieve pressure on GPs.

e-Consult has been designed to capture the symptoms associated with over 100 common clinical conditions, with red flag sensitivity that alerts the patient to any serious signs of critical illness that require immediate medical intervention. You can ask for fit notes, test results and GP letters.

The online form has been designed with technology that responds in real time, tailoring the questions and responses according to a patient's unique demographic.

E-Consults are securely emailed directly to the practice administration team who then

**Adult Social Care**

My life my care is a free of charge website owned and managed by BCP Council.

The website provides information and advice about adult social care topics and the services provided by local public, private and charitable organisations.

www.mylifemycare.com

WEEKEND OPENING FOR URGENT GP APPOINTMENTS

The weekend GP service on Saturday and Sunday from 9:00 - 18:00 is available every weekend.

The service operates out of Highcliffe Medical Centre but is open to all Christchurch patients who need an urgent appointment over the weekend. The service offers both GP and Nurse appointments at the surgery.

Patients be seen by a GP by turning up at

DIGITAL AGE

Did you know you can follow Stour Surgery on Facebook? Follow our page on Facebook for our latest information and health updates.

www.facebook.com/www.stoursurgery.co.uk

There are a number of useful websites and applications (Apps) available to support and improve your health, we'll be including details of others in future issues. "www.facebook.com/groups/ImproveYourHealthintheDigitalAge"

Dorset Healthier Together—Website

An excellent website for all parents of children 0 - 18 years of age and all expectant Mums. Great information on how to look after your sick child and advice on when to call the doctor. Also has advice for mental health problems in the teenage years <https://what0-18.nhs.uk>

Silver Cloud—App

Silver cloud provides a wide range of supportive and interactive programmes, tools and tactics for mental and behavioural health issues.

Sleepio—App

Sleep improvement programme featuring Cognitive Behavioural Therapy techniques.

Well Mind—App

Well mind is your free NHS mental health and wellbeing app designed to help you with stress and anxiety and depression.

De.Stress.ify—App

In as little as 10 minutes per day, learn life-changing skills for dealing with thoughts,

Men ACWY Vaccination

GOING TO A FESTIVAL, GROUP HOLIDAY OR STARTING UNIVERSITY?

Young people aged between 18 - 25 years old are particularly at risk of meningococcal disease as they are coming into contact with many new people in confined environments such as pubs, clubs, festivals and university halls.

If you were born on or after 1st September 1996 and missed the Men ACWY vaccination in secondary school, you can still have the vaccination up to the age of 25

Teenagers and "Fresher" students going to university for the first time are advised to have a vaccination to help prevent meningitis and septicaemia, which can be deadly.

The vaccine is given by single injection into the arm and protects against four different strains of the meningococcal bacteria, A,C,W & Y

Please call the surgery to book an

Phlebotomy Service Update

As of Monday 15th April, the Phlebotomy service at the Christchurch Hospital site has transferred to Royal Bournemouth Hospital - Meaning all patients will need to attend Bournemouth Hospital in order to have their blood test.

Please be aware that Royal Bournemouth Hospital expect extended delays during this time, appointments can be made at Royal Bournemouth Hospital by telephoning 01202 704785.

Phlebotomy is coming to Stour Surgery.

Whilst we have no confirmed start date we are hoping to be up and running by early summer. However when we are up and running with phlebotomy, patients who require INR testing will still continue to go to Royal Bournemouth Hospital until further notice.

Minor Illness Clinic

Open surgery is a very busy Nurse lead service for Patients with a minor illness or injury only.

What are Minor Illnesses?

Minor Illness is a medical term and does not mean it is unimportant. From a patients point of view such instances may well not feel minor in any sense. Clinical problems and conditions are classed as minor illness when

- They can be self treated or
- They are uncomplicated; therefore not requiring any further investigations.

To help us to continue to provide a quality service we are more than happy to see you with such conditions as:

- Coughs, colds and sore throats that haven't responded to usual remedies
- Eye symptoms such as conjunctivitis
- Earache
- Hay fever
- Urine infections
- Emergency contraception
- Minor injuries

The following are NOT APPROPRIATE and we respectfully ask you to not use Open Surgery for Ongoing or long term conditions

- An ongoing or longstanding problem.
- Chronic illness which your GP is treating you for.
- Prescription request
- BP, HRT, Pill Checks or commencement
- Test Results
- Dressing Changes
- Dental Problems (Please refer to your dentist)
- Sick Certificate
- Moles and Skin Lesions
- Viral illness for less than 5 days (Please see pharmacist)

For any of these conditions please arrange a telephone consultation with your usual GP or make a Nurse appointment in the usual way.

May we also remind you that, that in the interests of other patients, staff and infection control you **SHOULD NOT** attend the Surgery if you have diarrhoea and vomiting.

Your local pharmacist is also a good source of information for minor conditions. Good advice is also