

Bridge Medical Centre

Newsletter

June 2015



Staff News

Dr Hyder has unfortunately decided to leave us to work at a surgery nearer her home. We will miss her but wish her and her family all the best for the future.

A new practice nurse Pamela Floyd joined Bridge Medical Centre in May 2015 and will be working part-time four days per week. Pam has over five years' experience practice nursing and before that worked in the hospital in the surgical and out-patients departments. She specialises in asthma, spirometry testing, childhood immunisations, travel advice and vaccination, smears, ear irrigation, smoking cessation and ECG's. Pam has lived in Crawley for many years and in her leisure time enjoys walking her dog in the surrounding woods and country side. She prefers fair weather walking but says she is used to braving all weathers!

Congratulations to April Haigh who has been promoted to Team Leader in reception. She has several years of experience here and will work hard to ensure that she and her team offer you the best service.

Other members of staff have taken on additional duties to help in the smooth running of the surgery.

Online Services at Bridge Medical Centre

It is now possible to use the Internet to book some appointments, request repeat prescriptions for medication you take regularly and view your last 12 months prescriptions, sensitivities and allergies.

If you are aged 16 or over and would like access to this facility, please ask at reception. You will need to complete a form to include your email address and mobile telephone number. For security we require proof of identity and will need to see photographic ID (preferable passport or driving licence) plus a utility bill or bank statement from within the last 3 months with your current address. Once these have been seen an account will be created for you and you will be able to return a week later to pick up your log on details. Please bring proof of ID when collecting the letter.

If you have already been ordering prescriptions online you will now be unable to do this until you have had your ID verified by the process above as the system is different. We are sorry for any inconvenience but you are already able to access more of your record and will be able to see more in the future, so we need to do this for data protection and confidentiality.

Once you have your passwords you will need to go to our website to log on. www.bridgemedicalcentre.co.uk

The website is quite user friendly but please contact us if you have any problems.



Bridge Medical Centre has signed up to a website for patients who wish to comment on their experience at the practice. If you would like to leave a comment about the surgery or your doctor, please take a few minutes to complete the questionnaire by clicking on the link below. Thank you

<https://www.iwantgreatcare.org/gpsurgeries/bridge-medical-centre>

STATEMENT TO PATIENTS FOLLOWING OUR CQC INSPECTION

Bridge Medical Centre was inspected by the Care Quality Commission (CQC) on the 17th March 2015. The inspection report was delivered to us 13th of May 2015 placing the surgery in special measures. The report highlighted areas where the surgery was doing well in the care and provision of health care services for its patients. However it also identified areas which needed improvement in order to make sure we are delivering the best possible services to our patients.

We take patient safety and welfare very seriously and have already started addressing each of the CQC's concerns systematically through organised action plans. We are committed to making all necessary improvements for all of our patients. We would like to reassure you that we are working with NHS England, Crawley Commissioning Group (CCG), the West Sussex Local Medical Committee (LMC) and CQC to achieve this and are confident that all improvements will be made.

We want to assure you that CQC found no evidence of harm to patients but improvements need to be made to ensure that the right documented policies and processes are in place to support the delivery of safe and high quality care to you, our patients.

The key findings in the report were:

- Staff had not received specific training on safeguarding vulnerable adults. **This has already been rectified and all staff have now received training.**
- Policies and procedures were not in place to ensure the correct handling of blank prescriptions. **This has now been done and implemented.**
- Documented policies and procedures were not in place to check medicines and emergency equipment expiry dates as well as for logging fridge temperature. **These policies and procedures are now in place and are being implemented.**
- Effective systems were not in place to ensure that cleanliness was maintained and that the risk of infection was not assessed and controlled. **We have already commissioned an infection control audit and are working actively to update our premises and put effective systems in place to maintain cleanliness.**

We take health and safety very seriously and are reviewing all of our policies.

All new staff will have appropriate checks before commencement of employment and will receive appropriate training for their roles. All our current staff have been trained for their specific roles.

The appropriate policies and procedures have been put into place.

We feel confident that we can comply with all these issues and continue to provide your care to the highest standards.

We have already started a patient satisfaction survey and are circulating patient questionnaires; so that we may receive your feedback and views and act on them. We are also addressing your views through our website. (see [iwantgreatcare](#) link). The PPG (Patient Participation Group) met on the 23 June 2015. All new patients are automatically asked at registration to join and current patients can ask at reception or look at our website on how to join. Posters encouraging this are on display around the surgery.

The CQC report can be accessed on line at www.cqc.org.uk (search for Bridge Medical Centre). It is also available to via our website at www.bridgemedicalcentre.co.uk and hard copies are also available at the front desk.

Thank you for your support.

The Partners at Bridge Medical Centre

11 June 2015