

Marple Cottage Surgery

PRACTICE NEWS

SPRING 2016

STRIVING FOR EXCELLENCE



Simply Outstanding!

Following our Care Quality Commission (CQC) inspection in February 2016 we are delighted to announce that we have been rated as an **Outstanding practice** (*the only GP practice in Stockport to achieve this status as of March 2016*)

This inspection assesses the services and care we provide to our patients in 6 core groups:

- ◆ Older people
- ◆ People with long term conditions
- ◆ Families, children, young people
- ◆ Working age people
- ◆ Patient who may be vulnerable
- ◆ Patients who may experience poor mental health.

In ALL 6 groups we were assessed as providing Outstanding care and service.

You can read the full report on our [website](#)

We will miss you Dr Hatton

It is with great sadness that after 10 years of fantastic patient care, in April 2016 Dr Hatton will be leaving Marple Cottage Surgery. We will miss her, thank her for her hard work and commitment, and wish her well with her new practice.



We know many patients would like to say goodbye and if you'd like to pass on your best wishes, please pop in between **1-3pm on Wednesday 13th April 2016** and share a piece of cake or two.

We will be recruiting a GP in due course, but in the interim Dr Albert Poon will be returning to the practice between April—July 2016, along with Dr Jalila Ibrahim.

Together with Dr Andrew Johnson, Dr Maher Al-Ausi, Dr Samantha Wise, Dr Cressida Crabtree and Dr Phil Clelland, we hope to maintain our good appointment access for patients.

Patient Presentation: Managing Common Child Ailments

19:00- 20:00 on Wednesday 27 April 2016

With the help of the Patient Forum, Dr Andrew Johnson will be offering some paediatric advice on managing child illnesses. We expect that many parents will be interested to attend, and in consideration of the limited space if you plan to attend please reserve a place by **emailing the Practice at stoccg.marplecottagesupport@nhs.net**

best foot forward



Want to get more active? Then we're here to help!

Walking is a great way to get fit, explore what's on your doorstep and make new friends.

Join one of our free and friendly short walks today.

**Starting on Wednesday 20th April
a 12 week walk programme**

Time - 10.30am
Length – 40 mins (ends at local café)
Meet - Marple Cottage Surgery
To book on the walk pick up a
registration form from reception



National GP Patient Survey results

Patient survey results showed the practice was higher or comparable to national averages for example:

- 96% of patients were able to get an appointment to see or speak to someone the last time they tried; national average 85%
- 98% patients said they had confidence and trust in the last GP they saw; national average 95%
- 93% said the last nurse they spoke to was good at treating them with care and concern; national average 91%
- 91% said they found the receptionists at the practice helpful (national average 87%).

Video consultations

Did you know that for the last 6 months we've been one of two practices in the UK trialling Vidyo, a new video consultation system.

When a patient books an appointment they are sent a unique URL which creates a secure video link with the GP ie the patient and GP can see each other whilst the GP can still see the patient clinical record.

We are evaluating the benefits of this system but feel that this would be of use to patients who are working or unable to attend the practice eg housebound patients.



If you would like to receive a **FREE text message appointment reminder** 24hrs before your appointment please give your mobile number to reception or email: STOCCG.MarpleCottageReception@nhs.net