

Granta Gazette

Welcome to our second patient newsletter. Some of you may notice the name change—the name “Granta Grapevine” was already being used by a talking newspaper for the blind in Linton, apologies to Mike Croft!

Remember this newsletter is for you, the patient. If you have any questions or if there is something you would like us to cover in the next issue (February 2020), let me know. You can contact me via my email address sandra.east@nhs.net or send me a note via one of our reception desks.

Granta Medical Practices rated Outstanding by Care Quality Commission (CQC)

The Care Quality Commission inspected our GP practice in October and has rated it as Outstanding, a mark of quality that is shared with only 5 of the 88 GP practices in the Cambridgeshire and Peterborough health system.

This is first and foremost an opportunity to remind ourselves how tirelessly all 165 Granta staff work day-in-day-out. Many of them are our neighbours in our communities. Their jobs have never been easy and have become much harder and more stressful over the past decade. Funding for healthcare is not keeping up with growing demand and finding people who are prepared to serve their communities as doctors and nurses is becoming ever more difficult. Fewer GPs and nurses care for more patients. This trend makes small general practices very vulnerable. A couple of retirements or long-term illnesses can lead to the collapse and closure of a practice, as we have witnessed recently in our own vicinity.

Granta's outstanding rating is not 'mission accomplished'. There is lots of work still to do. While the on-the-day access at Granta for urgent needs is excellent, access to bookable appointments at all sites needs to be improved. The merger has led to changes in the provision of local services and challenges local identity, which is a concern to both patients and clinicians. These issues have been raised by the Patient Participation Group, who are helping the Granta team to understand how to best respond to workforce pressures, maintain the local identities of our practice sites and continue to offer patients access to their preferred doctor as much as possible.

Granta is grateful to all patients who provide feedback on its service and offer suggestions for improvements, and particularly to the members of the Patient Participation Group, who act as critical friends. For us, Granta is more than a business, it is a community asset. Both patients and staff can be proud of the outstanding rating. This gives us the reassurance and motivation to continue the journey to making Granta one of the best GP practices in the country.



December 2019

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Inspected and rated

Outstanding



Christmas & New Year Opening Times



Saturday 21st December – closed

Sunday 22nd December - closed

Monday 23rd December – open as normal

Tuesday 24th December – open as normal

Wednesday 25th December – closed

Thursday 26th December – closed

Friday 27th December – open as normal

Saturday 28th December – closed

Sunday 29th December - closed

Monday 30th December – open as normal

Tuesday 31st December – open as normal

Wednesday 1st January 2020 – closed

Thursday 2nd January 2020 – open as normal

Friday 3rd January – open as normal

Saturday 4th January – closed

Sunday 5th January – closed

Monday 6th January—open as normal

If your condition poses an immediate threat to life ring 999.

If you need urgent medical assistance when we are closed ring NHS111.

Your local pharmacist can advise you on many minor illnesses, such as coughs, colds, sore throats and upset stomachs.

DID YOU KNOW ... you can treat many minor illnesses such as colds and coughs, sore throats, and upset stomachs easily at home. Make sure you keep stocked up with health care essentials such as:

- ♦ Pain relief (paracetamol)
- ♦ Cough and sore throat remedies
- ♦ A first aid kit
- ♦ Upset stomach treatment
- ♦ Rehydration treatment
- ♦ Heartburn / indigestion treatment



Having these essentials at home will not only save you time and help you feel better more quickly, but will also help save the NHS much needed resources.

Your local pharmacist can also offer you advice and guidance on the best treatment for you – no appointment needed. Pharmacists are available on every high street and in supermarkets with many open evenings and weekends.

Ordering your medicines over the Christmas & New Year



Please check in advance that you have enough of your medicines to cover the Christmas & New Year period.

If you haven't, please be aware the latest you can re-order for collection before Christmas is **Thursday 19th December**.

Please remember that when re-ordering your prescriptions we need **2 clear working days** (this does not include bank holidays and weekends).

If you order your prescription on ...	It will be ready for collection on ...
Thursday 19th December	Tuesday 24th December
Friday 20th December	Friday 27th December
Monday 23rd December	Monday 30th December
Tuesday 24th December	Tuesday 31st December
Friday 27th December	Thursday 2nd January
Monday 30th December	Friday 3rd January
Tuesday 31st December	Monday 6th January
Thursday 2nd January 2020	Tuesday 7th January
Friday 3rd January 2020	Wednesday 8th January



Granta Medical Practices (GMP) has an active Patient Participation Group (PPG).

You can find out more information and read minutes of our meetings on our website www.grantamedicalpractices.co.uk

If you would like to join the PPG please fill out a form (these can be found in new patient packs or in our receptions) or contact Sandra East, GMP Communications Manager, sandra.east@nhs.net

If you would like to know more about how our PPG works or have input to the group please contact Dave Arnold & Anne Thompson, Co-Chairs and Julie Draper, Secretary via ppg.grantamedicalpractices@nhs.net





Festive Afternoon Tea

Will you be on your own this Christmas time, or do you know anyone that may be?

We are hosting a festive afternoon tea on Saturday 21st December (2pm to 4pm) in Sawston for Granta patients that may not otherwise get to a Christmas get-together.

If you would like to join us please tell one of our reception team. Spaces are limited so please let us know as soon as possible. We also have some transport available to us so please indicate if you need picking up/dropping off.

Wishing all of our patients a very merry Christmas and a happy and healthy 2020!



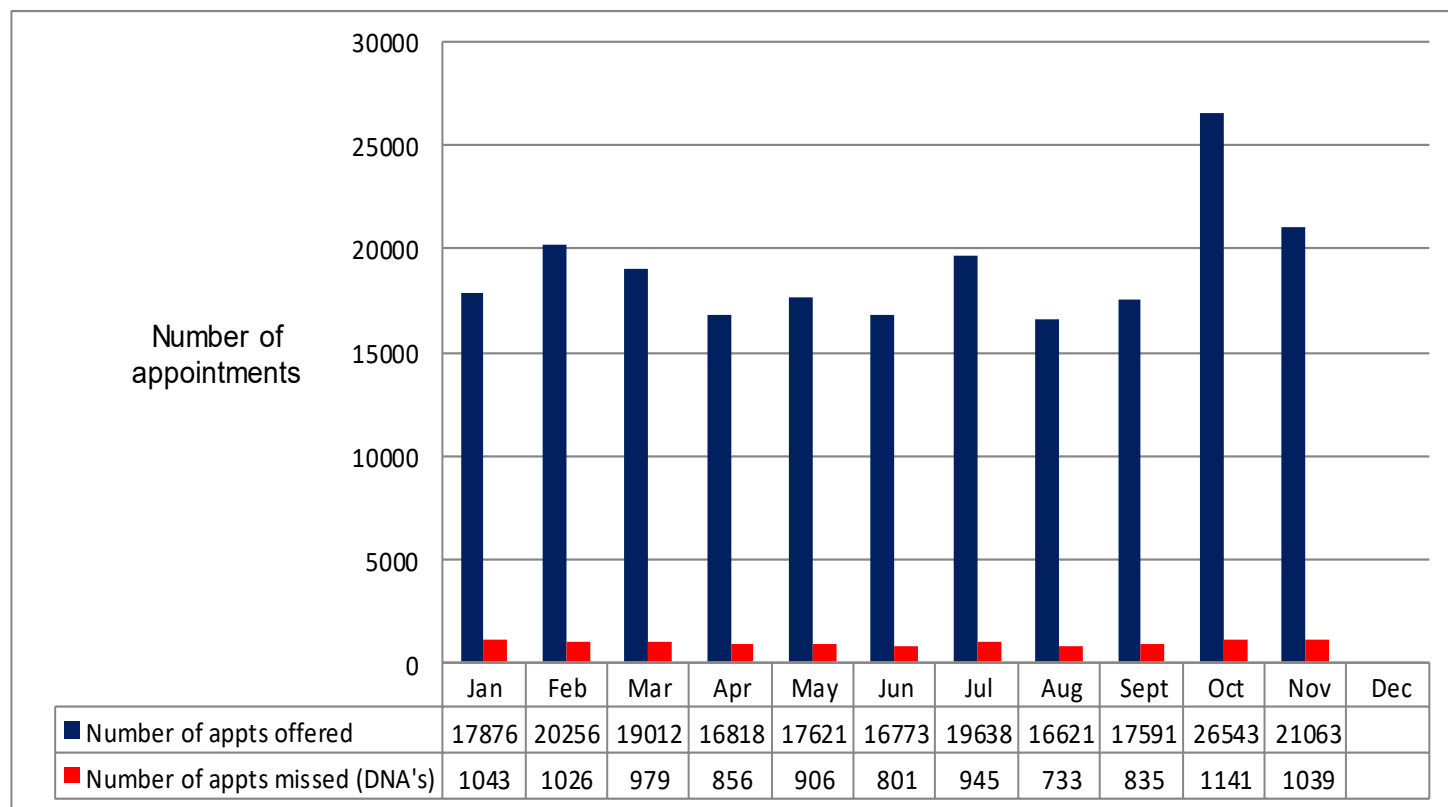
Staff News—Dr Katie Keller

We are pleased to announce that Dr Katie Keller has been offered an exciting opportunity to work with the Cambridge & Peterborough Training Hub who support GPs by providing training and development.

She will take up a three-month secondment from January 2020, working one day a week to further develop the Training Hub's provision of quality training and education, aiming to improve the health and well-being for the population of Cambridgeshire. We anticipate that Dr Keller's involvement with the Training Hub will bring significant benefits back to Granta and our patients through this collaboration.

Dr Keller will continue to work as a Granta GP for one and a half days a week and will return to her full clinical commitment of two and a half days per week from April 2020.

How many appointments have we offered our patients so far this year?



Between January and November this year over 9,000 appointments were DNAs (Did Not Attend). If you know you can't attend your appointment please try and ring us to let us know or cancel your appointment via your online access. Even if you cancel 30 minutes beforehand you should be attending, we will be able to rebook that appointment!

Do you know anyone who cannot read the Linton News?

Would they like it read to them? The Granta Grapevine talking newspaper does this every month. This service is free and further information leaflets can be found in the Granta Linton waiting room.

GRANTA GRAPEVINE
Talking Newspaper



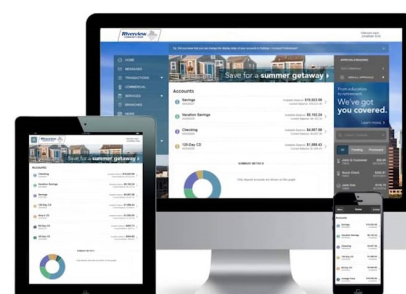
GRANTA
GRAPEVINE

TALKING
NEWSPAPER
For Linton and district

www.grantagrapevine.org.uk
Registered Charity number 1013088

Patient Online Access

Did you know ... the easiest way to manage your health care needs is online? Online services allow you to book, cancel and change your appointments, request repeat medication and view test results. Application forms are available in our new patient pack and on our website. Please take your completed form, along with one form of photo ID, to your local Granta surgery where your request will be processed and approved within 5 working days.



Compliments & Complaints

We strive to offer the best possible treatment and care. We welcome comments and suggestions for improving our services. However, if you have a complaint or are unhappy about the service you have received from one of our team, please let us know. We operate a complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

Our Principles are:

- To get it right
- To be patient focussed
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

We also love receiving compliments! If you have been particularly happy with our services please do tell us. It's lovely to be able to feedback to staff about how well they are doing.



Our Sawston and Shelford practices were part of a large research study this year – the SAFER study, screening for atrial fibrillation with ECG to reduce stroke.

A huge thank you to everyone who joined the study and helped us with this. All the patients who consented to take part (regardless of whether or not you were screened) played a very important part. A reminder that the results of the study will be available on the study website at some point next year <http://www.safer.phpc.cam.ac.uk/>

Granta Medical Practices comprises of:-

Sawston Medical Centre

London Road
Sawston
Cambridge
CB22 3HU
Tel: 0300 234 5555 — option 2

Linton Health Centre

Coles Lane
Linton
Cambridge
CB21 4JS
Tel: 0300 234 5555 — option 3

Barley Surgery

High Street
Barley
Nr Royston
Hertfordshire
SG8 9JN
Tel: 0300 234 5555 — option 4

Market Hill Surgery

Market Hill
Royston
Hertfordshire
SG8 9JN
Tel: 0300 234 5555 — option 5

Shelford Health Centre

Ashen Green
Great Shelford
Cambridge
CB22 5FY
Tel: 0300 234 5555 — option 6

Find us on



For further information on the services we offer,
go to www.grantamedicalpractices.co.uk