

CAULDWELL MEDICAL CENTRE NEWSLETTER

October 2021

OCTOBER

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Foreword

"Welcome to our latest newsletter!

The team at Cauldwell Medical Centre are committed to providing high quality care that is safe and effective. Our patients' health and well-being is a priority and as a practice we are striving to improve our services to make it more accessible for you all.

We know we may not get it right all the time, hence we value your feedback.

Please drop along to our designated pre-bookable and walk-in flu clinics to receive your free vaccination to help keep you and our community safe this winter."



The Practice is committed to challenging prejudice and discrimination wherever this affects service users and staff and putting equality and diversity at the heart of our organisational culture.

YOU SAID...WE DID



You can never get through at 8am, you get put on hold all the time, some occasions I've waited 40mins on hold to be told you will have to call back at 8am tomorrow morning there are no more appointments left today. It can be very frustrating at times. The system is so wrong.

Impossible to get through in the morning have to call over 20 times. If you call later than 9am they apparently don't have any appointments till the next week

Asked to see a doctor was given a nurse, like I have been for the past year and they've all been completely useless downplaying my symptoms and condition.

As a result of your feedback we will soon be installing a new phone system that will make easier for you to get through to the surgery.

Look out for more details in our next newsletter.

Thank you for your feedback!

I had a window call from 11.50 am to 12.00, I got a call at..... pm. it is totally unacceptable and ridiculous. I could not answer. What now? Shall I book another appointment in two or three weeks time? I need a medical advise now not whenever in the future. I need to see a doctor to exam my abdominal issues, telephone appointments completely not working, it is just for ticking another medical advise on the agenda sheet,

The phone system is not enough to cope. The practice has far too many patients to the ratio of Doctors. When you call to make an appointment you are waiting for ages only to be told all appointments have been taken. It was impossible to get a practice nurse appointment after a recent minor surgery from hospital to have wound redressed. Reception staff informed me to "call again at 8am" even though I had a referral. Ended up calling 111 for district nurse to call out at home!!



Patient Participation Group

PATIENT PARTICIPATION GROUP

WOULD YOU LIKE TO BE PART OF
A TEAM THAT HELPS TO
IMPROVE YOUR GP PRACTICE?



JOIN US TO SHARE YOUR EXPERIENCE AND
HELP SHAPE THE SERVICE WE PROVIDE



SCAN THE QR CODE TO REGISTER ONLINE, USING YOUR MOBILE PHONE
OR

VISIT: WWW.CAUDWELLMEDICALCENTRE.COM



Purpose Of A PPG

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change.
- To support health awareness and patient education.



Caudwell Medical Centre is actively encouraging ALL patients to join the PPG and work collaboratively to improve the practice

Please Scan QR Code To Register



Quality Improvement

At Caudwell Medical Centre we aspire to provide care of the highest quality, in collaboration with those who use our services.

As an organisation we embrace continuous improvement and learning.

Achieving this will mean we have to think differently, be innovative, and give everyone, at every level, the skills they need to lead change.

It will not be easy to build this culture, but focusing on what matters most to our service users and staff, and improving access to evidence-based care will make our services more effective, give more power to our staff and improve patient experience and outcomes.



Caudwell Medical Centre actively encourages patients to participate in quality improvement projects aimed at improving the service we offer and effectively improve the outcomes of the population we serve



Introduction To QI To Service Users And Carers

It is essential that Service Users and Carers are involved in QI because they are on the receiving end of the services that we offer. It is essential that staff learn from their experience, understand what really matters and what would make a meaningful difference in the services we provide to them.

Who is it suitable for?

Service Users and Carers bespoke training to build their skills and confidence in QI, and further enabling them to contribute towards making improvements to the services they use alongside staff.

If you have any questions please contact elft.qi@nhs.net



Health Inequalities



What are health inequalities

Health inequalities are avoidable, unfair and systematic differences in health between different groups of people.

Health inequalities are experienced between different groups of people and are often analysed across four main categories:

- socio-economic factors (for example, income);
- geography (for example, region);
- specific characteristics (for example, ethnicity or sexuality) and socially excluded groups (people who are asylum seekers or experiencing homeless).

The effects of inequality are multiplied for those who have more than one type of disadvantage.



The King's Fund



Health inequalities can therefore involve differences in:

- health status, for example, life expectancy and prevalence of health conditions
- access to care, for example, availability of treatments
- quality and experience of care, for example, levels of patient satisfaction
- behavioural risks to health, for example, smoking rates
- wider determinants of health, for example, quality of housing.

AN ESTIMATED
49,000
WOMEN
ARE LIVING WITH OR BEYOND
A CERVICAL CANCER DIAGNOSIS

Jo's Cervical Cancer Trust



Reducing inequalities in cervical screening uptake in primary care directorate



Geography/Deprivation

There is lower screening uptake and higher cervical cancer incidence & mortality in deprived areas (SOURCE: PHE).

Individual characteristics

There is lower uptake among:

- Lesbian and bisexual women (& barriers for trans men) (SOURCE: PHE)
- Those with learning disabilities (SOURCE: PHE)
- People of south asian, black, or other white; or mixed ethnicity (compared to white british)
- Those with first language other than english

Cervical screening participation is associated with a 60% reduction in cervical cancer among women aged 40 and is particularly effective in reducing advanced cancers.

There is lower uptake than the ccg average in 4/5 elft practices. The extent of inequalities in uptake within practices not yet known.

- Cauldwell Medical Centre is participating in a population health project to increase cervical screening uptake and encouraging all eligible women to participate.
- We are seeking for feedback on any barriers that may prevent our patients from taking part in cervical screening

Please scan QR code below to complete survey



Stop smoking

Start breathing this Stoptober

Get free support

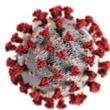
STOP TOBER Better Health Let's do this

Stop smoking Start saving

Join the thousands of people who are stopping this October.

Download the free NHS Quit Smoking app to get started.

STOP TOBER Better Health Let's do this



Flu vaccine

The flu vaccine is a safe and effective vaccine. It's offered every year on the NHS to help protect people at risk of getting seriously ill from flu.

Please contact the surgery to book your flu jab.

JUST THE FLU?

NHS

The flu virus kills thousands every year. The flu vaccine is the best protection for you and those around you.

JUST GET YOUR FREE FLU JAB
Ask your pharmacist or GP if you're eligible.



Flu vaccine and coronavirus (COVID-19)

Flu vaccination is important

- because: more people are likely to get flu this winter as fewer people will have built up natural immunity to it during the COVID-19 pandemic
- if you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill getting vaccinated against flu and COVID-19 will provide protection for you and those around you for both these serious illnesses

If you've had COVID-19, it's safe to have the flu vaccine. It will still be effective at helping to prevent flu.

NHS

The **COVID-19 vaccine** has undergone rigorous tests, including clinical trials, that are globally recognised as having the **highest safety standards**.

NHS

2 million people have had their COVID-19 booster vaccine.

Public Health England **Immunisation** NHS

helps to protect your baby when they need it most

Immunisation helps to protect your baby against 17 diseases

See your GP, health visitor or practice nurse for details



immunisation helping to protect everyone, at every age

Please contact your local pharmacy for covid-19 vaccinations & boosters

Opening Hours

Monday 08:00-18:30
Tuesday 08:00-18:30
Wednesday 08:00-18:30
Thursday 08:00-18:30
Friday 08:00-18:30
Saturday 09:00-13:30
Sunday Closed

Out of Hours Service

Between 18:30 and 08:00, Monday to Friday and all day at weekends and on Bank Holidays, your call will be redirected to the NHS 111 service.

You are advised to call NHS 111 when you're in need of medical help but it is not a life-threatening emergency or urgent enough to call 999.

NHS 111 operates 24 hours a day, seven days a week, and 365 days per year and is free to use from a landline and a mobile.

Please kindly note that our
Phones are not
connected on
Saturdays