



Dr Jones & Partners
Mattishall & Lenwade Surgeries
April 2018 Update.

Access to General Practice

The Practice currently has 8858 registered patients and offer on average 550 appointments to see a GP per week across both Mattishall and Lenwade surgeries. In addition to this are emergency extras and home visits and of course appointments with the Nurse and Health care Assistants. Over the past year we have seen the arrival of our new Practice Manager Stephen Middleton along with a new Pharmacy / Dispensary Manager David Leigh. We continue to run with 8 GP's, 4 nurses and 2 healthcare Assistants as well as staff in the reception, Dispensary, Administration and Management teams. We continue to have an open list and accept new registrations for patients living in Mattishall and the surrounding villages. Due to the easing of pressures in the Dereham area we are no longer accepting allocated patients from set areas on the outskirts of Dereham.

Patients are able to book appointments in person, by phone or via SystemOnline. Routine appointments can be booked up to 4 weeks in advance with a GP and up to 3 months in advance with a Nurse or Healthcare Assistant (HCA). Patients requiring an urgent book on the day appointment can contact reception at 08:30am for morning clinic and at 12:00pm for afternoon clinic. Children requiring an emergency appointment will always be slotted into clinic and seen as soon as possible

CQC Inspection

Mattishall & Lenwade surgeries were inspected by CQC on 23 and 31 January 2018, receiving a positive report along with an overall grading of 'Good' across the five domains (Safe, Caring Effective, Responsive and Well Led). We wish to express our sincere thanks to all patients who were interviewed by CQC staff on the day, in particular members of the patient participation group. The full report has been published and can be viewed on the CQC website at www.cqc.org.uk

HOME VISIT

A home visit takes between 4 and 5 appointments out of the doctor's day.

This is a special service for the housebound and seriously ill. Whenever possible a request for the doctor to visit should be made before 11:00am so that the doctors may plan their visits for the day.

We are unable to guarantee a specific Doctor will visit as this depends upon availability and other factors. The decision to make a home visit will be at the Doctor's discretion.

We are unable to undertake visits on the basis of lack of patient transport, and there are volunteer car scheme's available throughout the area.

Phone Request Repeat Prescriptions to be phased out.

The telephone requests for repeat prescriptions will be phased out and stopped on 30 April 2018. Patients requiring repeat prescriptions are requested to order their prescriptions by:

- A. SystemOnline
- B. Sign up to the free prescription service in Mattishall Pharmacy.
- C. Place their repeat prescription requests in the red box held in either the reception area or pharmacy



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D. Pass their completed repeat prescription request form to the prescription delivery driver.
Please ensure this clearly states what is required and when.

SystemOnline

Patients are encouraged to register for online access to book GP appointments, request repeat medication items and can request access to view their detailed coded record (DCR). Patient wishing to register for SystemOnline must be in possession of photo ID (passport/driving licence) and present to reception staff who can issue a unique username and password.

There are currently 2163 registered users.

GP Patient Survey

The latest results for our Practice were published 1 July 2017 and are available for patients to view at <https://gp-patient.co.uk/practices/d82039>

Future Plans

We continue to investigate options for a possible re-location of Mattishall Surgery to a new site within the next 4 – 6 years.