



Dr Jones & Partners
Mattishall & Lenwade Surgeries
April 2016 Update

Mattishall Surgery celebrates 50 years at 15 Dereham Road

The practice moved to its current location from South Green premises in 1965 so in 2015 we celebrated 50 years at the same site. Over the years the building has been extended and modernised many times, the most recent addition being the Gwen Fish suite which was completed in 2008 and was part funded by a bequest from a patient via the charity which supports the practice, The Mattishall & Lenwade Surgeries Equipment Fund. Since then, further reconfigurations of the dispensary and pharmacy services have taken place but little scope remains for extension. A possible re-location of the premises looks to be the only way that services can be further developed and expanded in the future and possible sites and funding are under consideration.

We would like to hear from any patients who have information about the history of the practice or anecdotes about the doctors that could be published in a future edition of the newsletter.

Dereham Crisis

All three of the Dereham GP Practices are operating with closed lists so patients moving out of our current practice boundary and into the Dereham catchment area may be given the opportunity to stay registered with the practice for a period of 6 months. This will only happen if the patient contacts the East of England Area Team and is allocated back to the Surgery.

Mattishall and Lenwade Surgeries have been cushioned from the Dereham situation up until now because currently we have enough doctors to suit our practice population. However, local list closures will inevitably impact on us.

System Online Access

Patients are encouraged to register for online access to book appointments and request repeat medication items using SystmOnline – photo ID (passport/Driving Licence) must be presented to Reception staff who can issue a unique username and password.

In March 2016 we enabled the system to allow patients to request online access to their detailed coded record (DCR). We are currently in a pilot phase where we will test the process with members of our Patient Reference Group. Requests from other patients will be dealt with after this pilot phase.

We currently have 1331 registered users.

NHS Health Checks

NHS Health Checks are now available in both the Surgery and the Pharmacy for eligible patients who meet the following criteria.

- Aged 40yrs to 74yrs of age
- Not already receiving medication for certain predisposing conditions.
- Not had a recent and similar NHS Health Check within the last five years.

Invite letters are being sent out each month and the Surgery has completed checks for 165 patients since the service was launched in September 2015. Appointments can be booked for a 20-30 minute review by contacting Reception on 01362 850227 or the Pharmacy on 01362 858540.

CQC Inspection

The Care Quality Commission (CQC) monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what they find, including performance ratings to help people choose care.

Mattishall Surgery was inspected on Tuesday 9th February and awarded an overall 'good' rating for the services we provide – the full report can be found at www.mattishallsurgery.co.uk/

GP Patient Survey

The latest results for our Practice were published on the 7th January 2016 and are available for patients to view at <https://gp-patient.co.uk/practices/D82039>



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