



# *Triage*

## The newsletter of Wyndham House Surgery

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## We're Outstanding!

**Wyndham House Surgery was inspected by the Care Quality Commission on the 26th August 2015 and they have now published the report of their findings.**

We were rated as Outstanding overall, with Outstanding ratings in both effectiveness and responsiveness.

This is from the press release from the 16th December:

"The Care Quality Commission has found the quality of care provided by Wyndham House Surgery in Silverton, Devon to be Outstanding following an inspection carried out in August.

Professor Steve Field, Chief Inspector of General Practice said:

"I am delighted to highlight the exceptional service care which is being provided by this practice. People are entitled to services which provide safe, effective, compassionate and high quality care.

"The GPs and staff at Wyndham House Surgery have demonstrated a real commitment to their patients. All of this hard work and dedication pays off in making a real difference for their patients – which is why we have found this practice to be Outstanding.

"I hope other trusts will see this as a model for excellent care."

**You can find the full report on the CQC website either by following the links from our website or search for Wyndham House Surgery on the CQC website (<http://www.cqc.org.uk/>).**

## New GP

**In March our new GP - Catherine Burkill will start work at Wyndham House Surgery. She will work on Tuesdays, Wednesdays and Friday mornings.**

Catherine qualified from University of Bristol in 2008 and completed her GP training in Plymouth. She always wanted to specialise in General Practice and very much enjoys her work. She has an interest in women's health and is working with the practice to develop this further. She moved to Exeter in 2014 with her family and currently lives in Heavitree. Outside of work she enjoys sea kayaking and cycling but this has all been recently put on hold with the birth of her baby Ben.



## NHS Health Checks

**Our Practice Nurse Lisa Huxtable is busy conducting this year's set of NHS Health Checks on Thursday mornings.**

This service is offered by letter to people aged between 40 and 74, without any identified chronic illness such as diabetes or high blood pressure in order to identify any health problems sooner rather than later and to offer lifestyle advice that can reverse some health issues. If you have received a letter and wish to have a Health Check appointment then please ring the surgery to arrange one.



18-20 March

### **Sport Relief fun and games!**

**The surgery will be raising money for Sport Relief in March. What will we do? Keep an eye out for the poster and support us in raising as much money as possible for this great cause.**

## Befriending Service

**Our former lead Practice nurse Trish Jones is arranging a new Befriending service funded by Friends of Wyndham House to arrange visits to lonely people in the community.**

She says of the service “Loneliness can affect anyone, at any age”. She hopes the service will be available shortly, as she has around 8 volunteers already. If you know someone of any age who might want a regular visit from a friendly face then leave a message for Trish at the surgery.

## Rapid access to hospital appointments

**Since 1998 the NHS has provided rapid access to investigations for patients who present with symptoms that make the ultimate diagnosis of cancer more likely. The thresholds for utilizing this Fast Track system have recently been lowered.**

As a result more patients will be sent down the Fast Track route and this will understandably cause concerns and anxieties. Currently only 10% (1 in 10) of patients who are ‘fast tracked’ end up with a diagnosis of cancer. In the future this is likely to fall to 5% (1 in 20). So if you do come and see your GP and are given a rapid access appointment you can be reassured that the odds remain heavily in your favour. However if you are the unlucky patient you can also be reassured that you are getting very quick investigation and treatment.

## Patient Survey 2016

The survey for this year is in preparation and should be available in paper form at the surgery, and also online at SurveyMonkey. Look out for the links and please let us know what you think of our surgery.

### **Easter:**

We will be closed on Good Friday (25<sup>th</sup> March) and Easter Monday (28<sup>th</sup> March), so don't forget to order prescriptions before the long Bank Holiday Weekend.