



**Grove House Surgery + Chickenley Medical Centre
Welcome to our Spring Newsletter
2016**

The Quality Care Commission Team (CQC) Inspection

CQC are the independent regulator of health and social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

CQC carried out an inspection of Grove House Surgery and Chickenley Medical Centre on the 26 November 2015.

The judgement was that as a Surgery overall we were classed as GOOD with NO CAUSES FOR CONCERN. The Practice was rated as OUTSTANDING for the care of patients with long term conditions. The full report is available to view from a link on our website: www.grovehousesurgerybatley.co.uk/

REGISTER FOR SYSTMONLINE



With systmonline you can access GP services from your computer, tablet or mobile phone, as well as through your local surgery, book appointments, cancel appointments, order repeat prescriptions and apply to view summary care records or detailed coded records online 24 hours a day 7 days a week, including bank holidays please ask at reception to register for systmonline. You will need (photo id e.g. passport or photo driving license needed to register)

Friends and Family Test

Please complete the following question and put in comments box in surgery

We would like you to think about your recent experiences of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

<u>Extremely likely</u>	<u>Likely</u>	<u>Neither likely or unlikely</u>	<u>Unlikely</u>	<u>Extremely unlikely</u>	<u>Don't Know</u>

Please give your reasons for this response

Please tick this box if you do not wish your comments to be made public

Age..... Gender.....Ethnicity.....Find out More at

www.northkirkleescg.nhs.uk/get-involved/friends-and-family-test/

Electronic Prescribing

Electronic Prescription Service – Grove House Surgery/Chickenley Medical Centre offer this service to all eligible patients – Please ask any of our team for more details or you can pick up a leaflet from your pharmacy/chemist.

New 113 Hospital Bus Service

Passengers are welcome aboard the 113 express, a free bus service carrying visitors between hospitals in Dewsbury, Pontefract and Wakefield.

The hourly express service has been set up following months of work between the Mid Yorkshire Hospitals NHS Trust, West Yorkshire Combined Authority and Tetley's Motor Services. All minibuses on this free service will have low floors and will be fully accessible to wheelchairs and pushchairs. The new timetable will operate hourly between 8am and 8pm Monday to Fridays and 1pm to 8pm Saturdays, Sundays and Bank Holidays.

Full details of the bus route, stops and timetables are available on the Mid Yorkshire Hospitals NHS Trust website.

Easter Bank Holidays

<u>Day</u>	<u>Grove House Surgery</u>	<u>Chickenley Medical Centre</u>
Friday 25 th Mar	Closed	Closed
Monday 28 th Mar	Closed	Closed

May Bank Holidays

<u>Day</u>	<u>Grove House Surgery</u>	<u>Chickenley Medical Centre</u>
Monday 2 nd May	Closed	Closed
Monday 30 th May	Closed	Closed

Prescription Request

Please make sure you request your repeat medication so as not to leave yourself without during the festive period. The surgery operates a next working day after 2pm service for repeat medication requests.

NHS111

For help and advice out of surgery hours please ring NHS 111.

Calls to 111 from mobiles and landlines are free of charge.

You can call 111 when you need medical help fast but it's not a 999 emergency.

NHS 111 is a fast & easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year.