

Flu like symptoms

Please do not attend the surgery if you have flu like symptoms please contact us via telephone so we can direct you to the most appropriate department.
Take care when travelling.

Park Lane Practice



Park Lane Practice Patient Newsletter March 2020

DNA APPTS

Last month **80** appointments were missed
Let us know if you cannot make it.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Did you know we have evening & weekend appointments available within Sunderland Extended Access, please ask a receptionist more information.

Team update

We would like to welcome Susan Yates to our reception/ Admin team.

Dates we closed for Staff Training

We close at 12PM and reopen 8am the following day



18th March 2020
20th May 2020
24th June 2020

Health Campaigns Calender

Is there a condition or campaign you would like to see promoted? Most of us are aware of Breast Cancer Awareness Month or World AIDS Day for example, but there are countless other campaigns that maybe don't get the same awareness.

If there is something you would like to promote we would be happy for you to get involved and use some of our notice board space. Please ask at reception.

CQC

On the 30th January 2020 the Care Quality Commission undertook an announced focused inspection. As part of the inspection the CQC looked specifically at 5 key areas looking to see if we were:-

- Effective
- Well-led
- Safe
- Caring
- Responsive

The staff welcomed the visit and the opportunity to share with the inspection team the good work carried out by the team. In addition to speaking to both clinical and administrative teams, inspectors were also given the opportunity to speak to representatives of our Patient Participation Group and member of the public attending for appointments that day.

As a practice we are very proud to confirm that the practice retained its 'Good' rating in all areas.

We would like to extend our thanks to everyone who participated in the inspection and gave their time to speak to the inspectors.

Online Services for Patients

Did you know you can register to use our online services?

By registering for patient access you can book routine appointments, order your prescription and update personal details and view your medical record.

25% of our appointments will be available to book using this service.

To register for this service please ask reception.

Comments, Compliments & Complaints

If you have any queries, comments, compliments or suggestions that you would like to share with us about the changes we are making to your surgery, improvements that you would like us to consider for the future, or event suggestions for topics to be included within the next practice newsletter, please direct these to our Practice Manager, Lucy Pickard.

Contact Details

Could we please remind all patients to ensure that we have up to date contact details for you including mobile telephone numbers and even email addresses where possible. This will make it easier for us to contact you should there be any problems with your appointment or if we need to contact you in an emergency.

Friends and Family Test

If our patient's would recommend us to Family & Friends.
During February we received a total of 110 replies 85 were extremely likely, 20 were likely, 1 neither likely or unlikely, 4 extremely unlikely and 0 don't know.

Carers

Do you look after a family member, friend or neighbour who could not manage normal day to day living without your help because of a health condition? **If you do then, you are a carer so please contact the surgery.**

NHS Health Check

Are you aged between 40-74?
Do you have a spare 20-30 minutes?
The NHS Health check is a FREE check-up of your overall health and can tell you whether you may be at higher risk of getting certain health problems such as heart disease, diabetes, kidney disease and stroke. To book an appointment and check your eligibility please speak to a member of our reception team.

Inspected and rated

Good

