



COLLINGHAM MEDICAL CENTRE

Spring 2018 Newsletter



If you would like to receive an electronic copy, please visit our website at www.collinghammedicalcentre.co.uk

Select "Newsletters" (under Further Information) and click on the "sign up here" link.

You said—We did (1)

Can we receive the newsletters electronically?

Enter your name and email address and you will be added to our mailing list to receive future newsletters directly into your email inbox. Or, you can continue to pick up a copy from the usual distribution points.

You said—We did (2)

In addition to be able to cancel your appointment by phone, in person or online.

Patients felt it would be useful to text.

New Text Service

We now offer patients the ability to text the surgery to cancel appointments.

At this current moment in time we can only accept requests to cancel appointments by text, all other queries and requests (ie booking appointments, ordering repeat medications) must be made by telephone or in person.

If you need to cancel your appointment, text

07498 083528. *We are unable to accept telephone calls to this number.*

Please remember to include your name and date of birth so that we can quickly identify who the message

You said—We did (3)

A number of you have asked if there will be Wi-Fi available following NHS England's initiative



Wi-Fi is coming

As a rural location, we are having some bandwidth issues. Public Wi-Fi is available, speeds are slow and the NHS IT guys are liaising with the networks to improve the speed



You said—We did (4)

Please **improve access to GP, same day acute problems & nurse appointments.**

We have redesigned the skillset of the team to meet today's healthcare needs.

Our needs constantly change and services adapt. New team members are

- GP—Dr Arize Agunwa whilst Dr Walker on Maternity Leave
- Practice Nurse, Jo
- Specialist Respiratory Nurse, Debbie
- Phlebotomist, Dee

You said—We did (5)

Can we have more weekend & evening appointments—once funding became available in this locality



Since January 2018, you've been able to book a routine appointment with a GP or Clinical Practitioner within a few days of the call/request. You can still book ahead, particularly around your own life and/or when your usual GP is available.

Our new Clinical Practitioners who work with the GP team are Mr Ian Farnsworth & Mrs Rachel Greenwood.

CQC agree that they can see these improvements in their last visit. See our website for the full report.

Collingham Medical Centre Good

  High Street, Collingham, Newark, NG23 7LB
(01636) 892156
Provided by: [Dr Karen Fearn & Partners](#)

CQC inspection area ratings

(Latest report published on 6 March 2018)

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

Extended Access for routine practice services

Lombard Medical Centre and Collingham Medical Centre are working in partnership to offer additional evening GP appointments as well as Saturday morning appointments. These appointments are available to Newark residents who are registered with a GP Practice in Newark.

Evening appointments are available on Mondays at Collingham and Tuesday to Friday 6.30pm – 8.00pm at Lombard Medical Centre.

Saturday morning appointments will be available on a rota basis.

Please note that these appointments are for non-emergencies and are pre-bookable only.

For further information please contact our reception staff.

New Patient Participation Group

What an amazing team of volunteers we have the pleasure to be associated with. Enthusiasm to share messages and collect information —extremely valuable to the benefit of all the community.

Between January—May 2018, the PPG members have been present for a half day per month to invite users of the Centre to complete the **“Friends & Family Test” (FFT)**. They have collected over 177 completed FFT responses. Many reinforced that the items on page 1 and 2 were still important and we also received some wonderful comments of how you all value us. In fact, 88% of responses were happy with the services at Collingham—thank you for sharing your comments. A sample of the comments include.

“We have only lived in the area for just over 2 years. We have nothing but praise for Collingham Medical Centre”

“Great care in listening to my concerns and a programme suggested to improve my health”

“The staff are friendly & helpful. It is a difficult time for the NHS with a huge funding shortage, and the waiting time for appointment has increased.”

We recently shared our **Annual Complaints Return to NHS England 2017/18** with the PPG. We are really pleased to report that we have received less written complaints in the year to 31 March 2018. Down from 17 to 11. Verbal complaints have also reduced, 9 to 5.

The number of written expressions of gratitude have risen from a collective 85 accounts last year to 110 this year. Thank you all for valuing the service you receive.

Come and join the team and PPG in raising a cuppa to celebrate the NHS 70th Birthday. Refreshments and a biscuit are free. Any donations received will be going to local NHS charities.



Supporting **NHS70** **big7 Tea**

LET'S RAISE A CUPPA

IN SUPPORT OF NHS CHARITIES

JOIN US FOR A FANTASTIC TEA PARTY

5th July
10am-4pm
Collingham Medical Centre
Collingham PPG

Change of Details and Mobile Phone Numbers

It is important that you let us know of any changes to your contact details or address so that if we need to contact you we have correct information to do so.



We also offer a free text service to all patients who have given us mobile phone number. We will send texts to remind you of booked appointments and also to inform you of any changes to appointments. Please contact reception to register your mobile phone number.

How to Contact Us



Enquiries/Emergencies:	01636 892156
Appointments:	01636 893956
Repeat Prescriptions:	01636 892210



To cancel your appointment, text **07498 083528** - include your name and date of birth in the message. *Please do not use this number for any other purpose)*



Collingham Medical Centre
High Street
Collingham
Newark Notts NG23 7LB



collingham.medicalcentre@nhs.net



www.collinghammedicalcentre.co.uk

SYSTEMONLINE (On-line appointment booking, ordering medications and access to records)

If you would like to register to use SystmOnline for booking of doctors appointments, ordering repeat medications and viewing your medical record, please ask a member of the PCA team to set this up for you.

Once registered, you can access the website via the link at the bottom of the home page on the practice website. You can also download apps for use on Apple and Android devices.

