

This is the summer newsletter. More information about the Practice is available on our website [www.ridgacremedicalcentres.com](http://www.ridgacremedicalcentres.com). You can download an electronic copy of this newsletter from the website. Alternatively if you inform Reception of your details, we can e-mail you a copy.

### Services provided:

We offer a comprehensive range of services that include:

- Asthma clinic
- Anticoagulation clinic
- Antenatal and postnatal care
- Cervical smears
- Child health surveillance
- Contraception services
- Cryotherapy (wart) clinic
- Diabetic clinic
- Drug support
- Emergency contraception
- Family planning
- Heart disease clinics
- Holiday vaccinations and advice
- Minor surgery
- New patient checks
- Rheumatology monitoring
- Smoking cessation clinics
- Stroke clinic

#### Patient GP Survey

We recently carried out a GP Survey. Please check out our website to see results <http://www.ridgacremedicalcentres.com> and click on latest news



## CQC - WE ARE OUTSTANDING

CQC (the Care Quality Commission) is an independent regulator of health and social care in England.

The Care Quality Commission makes sure health and social service providers such as GP's, Hospitals and Dentists provide people with safe, effective, compassionate and high-quality care. Ridgacre House Surgery was inspected by CQC on 12<sup>th</sup> March 2019. We are delighted to announce that we have been rated as OUTSTANDING for the second time. Our team work extremely hard to provide quality service for our patients, and are very proud of this achievement. The public are able to read the full report on the CQC website

[www.cqc.org.uk](http://www.cqc.org.uk).

## NHS 111

NHS 111 is a telephone number you can call when you need medical advice or treatment quickly and you cannot wait for an appointment with your doctor. You can call NHS 111 24 hours a day, 7 days a week, 365 days per year and it is free to call from landlines and mobile phones.

If you need **emergency** medical treatment, you must call **999**.



**when it's less  
urgent than 999**

## New Staff

Charlene Jones - Receptionist

## Extended Access

Times are changing Evening and Weekend appointments are available from mid-September 2018. Appointments must be booked in advance through your own GP practice and are available with a range of clinicians including GPs, nurses and health care assistants. Please see the attached leaflet for more information.

## Merger between Dovecote and Ridgacre Practices

We are pleased to confirm that the computer merger between the two sites took place on 01<sup>st</sup> May 2019. We have been exchanging ideas and working collaboratively to enable the merger to take place smoothly with as little disruption as possible to our patients and staff. Some of our processes will change as we strive to deliver good care. However, these changes will happen in a planned way not suddenly, we will work to keep our patients informed at all times. Our key ambition is to provide excellent care.

## Patient Participation Group

If you are interested in joining the group please ask reception for details on how to get involved. The Patient Participation Group meet every 8 weeks. They work together with the practice to help promote new ideas and services.