



Welcome to our winter newsletter for patients of the Gainsborough Practice.

This newsletter can also be viewed on our practice website at www.gainsborough-practice.co.uk

The newsletter gives references to where there is additional information for patients. Mostly these references are to online material, and patients can read that material by viewing the online version of the newsletter on our practice website, and following the links. You can also use our website for online services including repeat prescription requests, appointment booking and to view your summary medical record and test results.

Care Quality Inspection – a good result for the practice.

The Care Quality Commission (CQC) is a body of professionals who monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. The aim of CQC is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve, where necessary.

The Gainsborough Practice was recently inspected by the CQC and we are delighted to announce we have been awarded '**good**'. This is a fantastic achievement and testament to the whole practice who work tirelessly to provide our patients with the best standard of care possible. The inspectors make observations on specific things, both on those done well and on possible improvements – that's all helpful and the practice will follow up. We would like to thank all patients who took part in providing patient feedback to the CQC and the patient group who supported the practice immensely.

A full copy of the report is available at <https://www.cqc.org.uk/location/1-568446667>

Practice News – new advisory service – and staff changes.

We are delighted to be welcoming Briony Martin to the practice as our new First Contact Practitioner. Briony is a physiotherapist by background and is available on Tuesday mornings to assess and diagnose patients with muscle/joint pain or injury. You can ask reception to book an appointment with her, or a Doctor or nurse may ask you to see her if that is appropriate.

Jane Colvin is a new member of the reception team and Michelle Fuller has just joined us as an administrator.

Our Survey for Gainsborough Patients - look out for in February

Our annual patient survey will be starting again in February. This is a great opportunity for you to give us your feedback on the service and care we provide you. We really value your comments, good and bad, and use this information to make changes where they are needed. A good example was from last year where you told us the surgery needed redecoration and a tidy-up so we painted from top to bottom! Please get involved and share your thoughts with us.

Flu – it's still time to get your vaccination - if not already done.

The flu vaccination is still available and it is not too late to have it. The flu season is still active so we encourage all patients over 65 years of age and those over 18 with long term health conditions to make an appointment.

Long Term Conditions – about annual reviews for patients

Annual review of long term conditions such as diabetes, asthma, COPD, high blood pressure, cancer, heart disease, epilepsy, kidney disease, mental health illness, stroke/TIA or dementia is a really important part of keeping our patients healthy. All patients with a long term condition are encouraged to make sure you receive your annual review. Appointments can be made via reception to be seen at The Gainsborough Practice or at our extended hours practice at Boundary House for evening and weekend appointments if this is more convenient. It is really important for our patients with long term conditions to have and attend appointments to review progress, check medications and to ensure we are giving you the best up to date care available. So if you have received a letter reminding you that your review is due please do call to make an appointment.

Cervical Screening Reminder and Cancer Prevention

If you have missed a screening test you were asked to attend you can have a cervical test done by a nurse at the practice or at Boundary House out of hours. Please contact reception to arrange an appointment. Regular screening reduces the incidence and mortality of cervical cancer by 80%. For more see: <https://www.jostrust.org.uk/get-involved/campaign/cervical-cancer-prevention-week> There is also information on cancer screening and awareness in leaflets and posters on display in the waiting room – it's worth you having a look.

Self-Care Information for Patients - helpful information available.

Really helpful information can be found in the public health section of the Bracknell Forest Council website. There is support and advice for those wanting to stop smoking, healthy eating, support for new parents, support for ageing healthily, support for adults and young people to help with mental wellbeing and much more. This can be found at - <http://health.bracknell-forest.gov.uk/>

Also on the website you will find lots of practical advice on staying well and staying safe during the winter months. This can be found at - <http://health.bracknell-forest.gov.uk/year-self-care/november-winter-wellbeing/>

Take part in local activities - information and help.

Find new activities and meet new people! Whether you want to get more exercise, learn a new skill, or just meet new people, Social Prescribers can give you a call and help you find a friendly group or club near you. To request a call back, from a Social Prescriber in Bracknell Forest Council, call 01344 352000 (Mon-Fri 9 to 5).

Practice Training Dates – practice closed afternoon of 7th Feb and of 7th March

The Gainsborough Practice will be closed from 12.30 on 7th February and 7th March. If urgent help is required during this time please call the Out Of Hours service on 03000240005 or 111 if it's after 6.30pm.