

Dear Group Member

It has been a busy year for the Alma Partnership to date and I wanted to take this opportunity to get in touch with you to let you know what is happening. At the bottom of this email is a section entitled How you can help – I would be most grateful if you could take a moment to respond to the questions.

### **Your GP Cares Campaign**

You may have seen that primary care has been in the news a lot lately. Increasing pressures on GPs coupled with insufficient funding is putting a huge strain on general practice.

There is currently a campaign called Your GP Cares which is being run by the British Medical Association. It highlights the increased demands on general practice and the challenging environment in which GPs are striving to provide good quality services. You can sign up to this campaign and get more information by clicking on the link below:

<http://bma.org.uk/working-for-change/your-gp-cares>

The Royal College of General Practitioners (RCGP) are also running a similar campaign called Put Patients First. Details of this campaign are available by following the link below and there is an online petition which we encourage you to sign.

<http://www.rcgp.org.uk/campaign-home.aspx>

### **Patient Group Process**

With the above in mind, it is important for us to work with our patients in order to try and ensure the correct balance between patient expectations and our aim to deliver high quality care to our practice population.

This year with the assistance of you, our group members, we are aiming to develop and agree an action plan based on three key priority areas. To do this we would like to look at patient feedback from suggestions, complaints and questionnaires and work with you to make positive impact on the services we provide. Traditionally we have communicated via email, but there is the opportunity for a face to face meeting if that would be preferred.

### **The Friends and Family Test**

From December 2014, we will be required to undertake the Friends and Family Test (FFT) which requires us to ask patients one standard question and one follow up question. The standard question is:

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

We would like to share the results of this survey with our patient group at the beginning of next year and listen to your views and suggestions in relation to these.

### **IT Upgrade**

The clinical computer system we currently use will no longer be supported from 2015 and we have taken the opportunity to upgrade the system on 25<sup>th</sup> September 2014. As with all major changes, there may be initial teething problems but the implementation of this system will help us to improve the service we offer to our patients.

### **Practice Management**

It is with great sadness that Alan Gordon, our practice manager for 19 years has taken the decision to retire. He has had a long career in the NHS, even prior to working at the Alma Partnership. The post will be filled shortly but if you need to contact a member of the management team in the interim, Nicky Adams, Deputy Practice Manager will endeavour to assist you.

### **Staff Changes**

Nurse Trisha Lovell has retired from the practice nursing team and we would like to welcome Nurse Amy Waters who joined us in April.

Many of you will be familiar with our receptionist/prescribing technician, Phil. She has now retired after 7 years at the practice.

We would like to welcome Deborah to the prescribing team and Julie to the reception team. Deborah joined the practice in April and Julie more recently in July.

### **How can you help?**

Please can you let me know if you feel that a face to face meeting would be beneficial for the group – perhaps on a 6 monthly basis?

We would also be interested to hear if you have any suggestions for us. We are somewhat restricted in terms of funding but even small changes can make an improvement to our service and we will consider any suggestions we receive.

If you can get back to me over the next two weeks, I will collate any feedback and email it out to you.

Many thanks for your continued support!

**Nicky Adams**  
**Deputy Practice Manager**  
**The Alma Partnership**