

# COQUET MEDICAL GROUP



## NEWSLETTER



*Welcome to our winter newsletter...* where we are pleased to share some very good news with you. Firstly we are very proud to announce that we now have a Professor in our team (please see our article overleaf) and secondly, we passed our inspection from the Care Quality Commission regulator in November 2013. Well done and thank you to all our staff who continue 'to do us proud!'

Please see below for more information or to see a full copy of the report speak to our receptionist or visit [www.cqc.org.uk](http://www.cqc.org.uk) Phone CQC on: 03000 616161



### CARE QUALITY COMMISSION



### Health and Social Care Act 2008 - Inspection Report

As a regulator, the Care Quality Commission checks whether hospitals, care homes and care services are meeting essential standards of quality and safety. When they state that standards are being met they mean that the provider was compliant with the regulation. Coquet Medical Group was recently found to be compliant as follows:

#### **Respecting and involving people who use services**

People should be treated with respect, involved in discussions about their care and treatment and able to influence how services run. **They said..** *"The provider was meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care. People's privacy, dignity and independence were respected"*.

#### **Care and welfare of people who use services**

People should get safe and appropriate care that meets their needs and supports their rights. **They said..** *"The provider was meeting this standard. Care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare"*.

#### **Safeguarding people who use services from abuse**

People should be protected from abuse and staff should respect their human rights. **They said..** *"The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening"*.

#### **Cleanliness and infection control**

People should be cared for in a clean environment and protected from the risk of infection. **They said..** *"The provider was meeting this standard. People were protected from the risk of infection because appropriate guidance had been followed"*.

#### **Requirements relating to workers**

People should be cared for by staff who are properly qualified and able to do their job. **They said..** *"The provider was meeting this standard. People were cared for, or supported by, suitably qualified, skilled and experienced staff"*.



### **APPOINTMENT REMINDERS**

Are your contact details up to date?

We currently provide appointment reminders to the telephone numbers recorded on your computer records.

If you do not have a mobile then we need your permission to send reminders to your landline number.

To help us minimise the number of Failed to Attends and therefore increase appointment availability, we would be grateful if you could check that your contact details are up to date the next time you make an appointment. Thank you!

### **STAFF CHANGES**

We are very sorry to have to say goodbye to Dawn Lucas our receptionist and Pam Kus our secretary. Both have been with us for five years and we wish them the very best for the future. Kymala Thornton is our new receptionist and is already proving to be a great asset to our team.

Our Practice Nurse Moya Mason has reduced her hours and Michelle James, also our Practice Nurse has increased her hours to compensate.

Rachel Nickson has recently joined the Health Visiting team and will be working 3 days a week.

Lynn Douglas, District Nurse is currently providing maternity cover to the District Nursing team.

### **Professor Scott Wilkes MBChB FRCGP DRCOG DFRH PhD**

In October 2013 Dr Scott Wilkes of Coquet Medical Group was appointed as Professor of General Practice and Primary Care at Sunderland University. He will spend 3 days per week in his new role and 2 days per week as a GP Principal in Coquet Medical Group, Amble, Northumberland. In his academic work he is involved in many health services research projects, teaches Masters and PhD students and works for the National Institute for Health Research (NIHR). He is the Primary Care Clinical Lead for the NIHR Primary Care Research Network (PCRN) Northern and Yorkshire and the NIHR Northumberland Tyne and Wear Comprehensive Local Research Network (NTW CLRN) and GP R&D Lead for the North of England Commissioning Support Unit. He has over fifteen years experience as an NHS researcher, has worked on the Northumberland Local Research Ethics Committee, is an Associate Editor for the International Journal of Family Planning and Reproductive Health



Care, and is a member of the Society for Academic Primary Care (SAPC). He chairs the NIHR North East Research for Patient Benefit Committee and has delivered a number of BMJ Masterclass lectures throughout the UK.

His research interests include the embedding of new technologies in the clinical consultation, pharmacy practice, the management of infertility in primary care, fertility preservation for cancer survivors and cancer diagnosis in primary care. His PhD awarded in 2008 was entitled 'Evaluation of open access hysterosalpingography in the initial management of infertility in primary care'. Additional research interests include smoking cessation, thyroid disease, stroke and complex interventions. His research experience includes the use of multiple research methods in health care evaluation including managing a pragmatic cluster randomised controlled trial and conducting focus groups and in-depth interviews.

The following link gives access to view his academic work.

<http://www.sunderland.ac.uk/research/researchstaff/facultyofappliedsciences/pharmhealthw-bd/professorscottwilkes/>

Carers need looked after too!

We are now keeping a register of carers. Please let us have your details so we can add you to our list.

***Thank you to all our patients who have helped contribute to our second hand book sale at Amble Health Centre. So far we have raised £254 for Leukaemia Research and £132 for Children in Need.***

