

At the time of writing it feels like there is 'light at the end of the tunnel'. Our builders have gone and we have now migrated to our new IT system, so called System One. I am well aware that you, our patients and our staff, have put up with a huge amount of disruption over this period and I did want to say 'Thank you' to you all for your patience and perseverance. In recent weeks particular frustrations appear to be around prescriptions going missing (not helped we think by our local pharmacy also making changes to their IT system) and I hope that is now all settling down. Our staff really are doing their best to try to help when a problem arises, but of course much of the new system is fresh to them also and everything seems to be taking that little bit longer. Once again my apologies for this.

On a brighter note we recently had our new, annual, CQC regulatory review. This is supposed to be the new 'light touch' approach but still involved several meetings of the practice team and a considerable number of forms to be completed. Feedback is also obtained from our local CCG, and CQC review the various matrices of care we deliver. The outcome of this was, I am delighted to say, some very positive feedback received by phone before the planned review. The CQC representative declared himself very happy with all that he had seen and read and in our official report has stated that he was happy that there had been no significant changes since our last inspection. We feel that is quite an achievement with all the upheaval of the past 18 months! Particular credit goes to Drs Wight and Hopkinson and our practice manager Bridget Hall who put considerable effort into preparing for this review. Also thanks to all colleagues that came to a Monday evening 'brainstorming' meeting a few weeks ago with Dr Wight.

One thing we have noticed recently is increasing pressure on our phone lines. We have received feedback that it can be hard to get through to us at times and we ourselves have noticed blocked lines when we try to ring out, particularly in the morning when we run our triage service. We are actively looking into how to try to improve this situation and we think we can make more phone lines available, but it would also be a great help if any calls which are not urgent (eg questions about medication, results or referrals) could be made after 11am. Ideally I would also suggest that phone calls to the surgery about routine matters are best made in the afternoon when things are generally much quieter.

I have also been asked to remind any of you wanting to start using our on line (prescription and appointment services) that you can do this by re- registering for this with our reception team.

Thanks also to the small but enthusiastic group who joined Drs Wight, Sherwood and I for our Gedling Park Run on Sat 13th July. I think it is fair to say I struggled round unlike my colleagues, but was pleased with my time for a first outing. We all came away enthusiastic to continue taking part in future events.

Finally word has reached me of the very sad passing of Dr Norman Stoddart in May of this year. Dr Stoddart was senior GP at the practice for many years and our thoughts are with his family at this time. Hopefully you have also noticed that we have started to improve the garden area adjacent to the surgery. We hope this will evolve into a memorial garden and we were particularly thinking about Dr Kesten Challen a former GP partner of the practice who died of cancer in her early 50's. Particular thanks go to Dr Sheena Lanyon who is leading on this for us.

Phil Rayner