

# ***Drs Hegde & Jude's Practice Newsletter.***



**Merry Christmas &  
a Happy New Year  
from everyone at the practice.**



Issue 2—  
December 2014.

## **Practice opening hours over the Festive Season.**

Monday 22 <sup>nd</sup> December	08:00 – 20:00
Tuesday 23 <sup>rd</sup> December	08:00 – 18:30
Wednesday 24 <sup>th</sup> December	08:00 – 18:30
Thursday 25 <sup>th</sup> December – Christmas Day	CLOSED
Friday 26 <sup>th</sup> December – Boxing Day	CLOSED

Monday 29 <sup>th</sup> December	08:00 – 20:00
Tuesday 30 <sup>th</sup> December	08:00 – 18:30
Wednesday 31 <sup>st</sup> December	08:00 – 18:30
Thursday 1 <sup>st</sup> January – New Years Day	CLOSED
Friday 2 <sup>nd</sup> January	08:00 – 18:30

If you need medical treatment during the times the practice is closed, please phone your branch and you will be put through to the Out of Hours service UC24 and you will be able to speak to a Doctor if necessary.

## **Repeat Prescriptions.**

To ensure you have all your medication in time for the Christmas Holiday please order your repeat prescription by Monday 22<sup>nd</sup> December @ 12:00 at the latest. Please remember that we need 24 working hours notice to have your order ready for collection. Pharmacies may have to order certain items and this does take time so please take this into consideration.



Have you visited our new and updated practice website yet? Its full of useful health information and the latest practice news!

**[www.drshgdeandjudespractice.nhs.uk](http://www.drshgdeandjudespractice.nhs.uk)**

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**Picton Branch**  
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Centre.

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## CQC-Care Quality Commission.

New style inspections of GP practices and out-of-hours services in England started in October 2014. For the first time ever, there will be a clear way for the public and GPs to know which family doctors are providing great care, and which need to improve. Inspections have been carried out by teams that include trained inspectors, GPs, nurses, practice managers and trained members of the public who have experience of care. Starting in October 2014, CQC expects to inspect approximately 8,000 GP practices across England. GP practices will be rated giving members of the public clear information about how well their local GP practice is performing to help them make informed choices about their care. Their inspection is around five key categories: is the service Safe, Effective, Caring, Responsive and Well-lead?

Drs Hegde and Jude's Practice are please to inform you that CQC have rated us Good in every category following their visit in October. We would like to thank all staff for their hard work in the build up to the inspection and also patients CQC spoke with on the day, it was a fantastic team effort!



## Emis Web Upgrade.

We are upgrading the computer software we use to manage our appointments and patient records on the 24<sup>th</sup> February 2015. Our current software (EMIS PCS) has served us well over the years, but the system we are upgrading to (EMIS Web) is made by the same software developer and promises huge advantages for the practice and our patients. This is a very exciting development for the practice and we are sure that you will also come to see the advantages as you will be able to order prescriptions and book appointments online.

Please be patient with us in the transition period to our 'go live' day. We do not anticipate any problems with the upgrade. Don't forget to check our website, facebook and twitter pages as we will be keeping you updated with the practices progress.

