

Cardinal Medical Practice Newsletter

Issue 3



Greetings

Welcome to our latest issue of our patient newsletter! You can expect our patient newsletter to be updated every 3 months. A copy will be available through the practice website at-

www.cardinalmedicalpractice.co.uk

Our newsletter will also be available to pick up in waiting rooms across all three of our sites.

CQC Rating - GOOD

Our latest CQC inspection took place back in November 2024 and we are so pleased to announce that we received a rating of GOOD. The team has worked incredibly hard and are really deserving of such recognition. The full report has been published on the CQC website - [Cardinal Medical Practice - Care Quality Commission](#)

Stats – December '24

Dec '24 Appointments

Completed Appointments = 8,289

DNA's (Did Not Attend) = 439

Dec '24 Telephone

Inbound calls = 13,223

Average Queue time = 30m 12s

Virtual Queue Call backs = 3,507

Stats – January '25

Jan '25 Appointments

Completed Appointments = 9,361

DNA's (Did Not Attend) = 413

Jan '25 Telephone

Inbound calls = 15,459

Average Queue time = 29m 8s

Virtual Queue Call backs = 4,213

What's new?

Our team of GP's has grown over the past few months and we would like to introduce you to the team of GP's

Dr Ifionu
Dr Donepudi
Dr Armour
Dr Ande
Dr Ayandele
Dr Perceli
Dr Lewis
Dr Velusamy
Dr Okoduwa
Dr Onuoha
Dr Thebe
Dr Zun
Dr Deepa – Joining April '25

Did you know?

If you need to cancel an appointment, this can be done in many ways. Via the NHS App, SystemOnline and by calling the surgery and selecting option 3. There is also a custom action on the homepage of AskmyGP, which is available 24/7. We politely ask that if you need to cancel an appointment, this is done in a timely manner in order for us to use this appointment space for another patient.

Meet the team – Medical Secretaries

The Medical Secretary team consists of 1 full time and 5 part-time individuals, plus 1 bank member of staff, based at the Norwich Road site, with two staff working remotely. The Team Leader and has been with the practice for almost 9 years, and the Medical Secretary Team Leader for over a year.

Between them, they have 65 + years' worth of experience working in Primary Care. What an amazing contribution.

The team are responsible for coordinating all referrals to the hospital. In addition they send pathology letters to patients, carry out 2WW audits and much more.

Meet the team – Admin

The Admin team consists of 2 full time and 4 part-time individuals, all based at the Norwich Road site. The Team Leader has been with the practice for 5 years, but worked within the NHS for more than 20 years.

Between them, they have 25 + years' worth of experience working in Primary Care.

The team are responsible for coordinating all Private Income work (this is Non-NHS work that is currently carried out by the GP Partners i.e. letter requests, DVLA and Taxi Medicals etc), registration of new patients who have not registered via the website, patient deductions, as well as recording compliments and responding to complaints. The team although small, always provides support for other teams to ensure patient care needs are met.

Useful Information

Contact Number - our practice number is 01473 741349. Some patients are still calling the old legacy numbers for Deben Road and Norwich Road which will soon become obsolete, so please update your contact details for the practice or check the website that has the correct numbers.

Property Update

Despite the disappointing announcement that the new surgery at Tooks will not be going ahead, the practice and the ICB are committed to finding an alternative solution and updates will be shared in due course.

AMGP – Friends & Family Test

Below is an overview of the Friends and Family test within AskmyGP over the past 6 months

	August	September	October	November	December	January
Very Good	65	77	148	117	136	170
Good	34	25	104	62	63	79
Neither	7	13	39	29	33	37
Poor	8	12	27	11	22	15
Very Poor	7	7	23	15	16	17

Message from the PPG

The PPG (Patient Participation Group) are critical friends of Cardinal Medical Practice. We aim to give the patients' point of view, improve communication and offer practical help. We are volunteers who meet with Practice staff every two months. Some of you might have met us when you came to the flu clinic at Whitton Sports Centre last year. Several patients had questions then about the Practice and the plans for the new building. We have now learned that the NHS has withdrawn its funding for the Tooks site. This has been deeply disappointing for all of us and has created a lot of upset and anger. It did not help that there was some misinformation in the Press and social media. Following the Good report from the recent CQC Inspection, it is to be hoped that the future for patients and practice will be a lot more positive. If you want to know more or are thinking of joining us, please contact the General Manager, Andrew Preston via cardinal.medicalpractice@nhs.net

Christine Shaw, Chair

General Manager Update

Whilst the NHS is under extreme pressure and has been for many years now, especially with the national shortage of GPs, we do recognise that this can cause worry for our patients wanting to be seen. This brings frustrations when we also offer other services that have been commissioned to alleviate the pressures off General Practice, such as Pharmacy First who can deal with Minor Illness conditions.

Whilst we endeavour to provide the best care we can, we understand that there are times when we have fallen short of the level of service that you would expect but, we do ask that you be kind and respectful to our staff who work tirelessly to meet your needs. Abuse of any sort, whether it be verbal, physical or via social media will not be tolerated and we will remove patients from our list if any untoward conduct is brought to our attention. We do not expect any of our dedicated staff to be abused in any shape or form, and I wish to thank those who are understanding of the pressures we are all under.

If you have any feedback, there are feedback forms available from reception at any of our three sites.

Did you know? Patient Access

Did you know... when AskmyGP is unavailable to standard request submissions, there are lots of functions still available for patients to use, such as:

- Breast Self-referral
- Appointment cancellation
- Booking a Flu/Covid jab
- Suspected UTI
- Routine Practice Nurse & Health Care Assistant appointments
- Sick Note request
- Repeat Medication request
- Query an existing referral
- Medical Report/Letter request

Our phone lines always remain open even if AMGP is closed and our team of Care Navigators are here and ready to help. We understand how difficult it must seem to access the practice but with the introduction of our new phone system, we encourage all patients to select the option to enter the virtual call queue. This means patients no longer have to wait on the phone and our team will call you back when you have reached first place in the queue.

Patient Feedback

- Great service and very quick to see me and help with my problem, thank you.
- You don't have to sit for ages in a queue this is so much better.
- Very happy, Excellent service today.
- I feel blessed to be a patient at this practice because responses to AskMyGP are swift and efficient.
- Having a call back was a brilliant service and the lady was excellent at sorting my request Very Happy with the service.
- Answered my query within 2 hours of request being sent and a suitable appointment was received. Thank you.
- Very impressed with the "service" we received today by both the doctor and nurse who saw my husband.
- As always, I used AskMyGP at 8am and had a 'phone call shortly afterwards and a face to face with a NP. I have no issues using this service and am very thankful for such swift action.
- I am completely satisfied with the service I receive from the team.
- Always impressed by the speed and competence of the staff.
- The nurse practitioner I saw was lovely, helpful and supportive given the fact I was worried.
- Thank you for being so prompt in my repeat request. Very much appreciated.