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SURGERY DERMATOLOGY OPHTHALMOLOGY

Care Closer to Home

NEWSLETTER – SUMMER 2019

Care Quality Commission Inspection May 2019

Welcome again to another Cumbria Medical Services newsletter. Firstly I'd like to congratulate all our staff for the first class service they give to patients. This has now been formally recognised in our recent CQC rating where we achieved **OUTSTANDING!!**

The Care Quality Commission inspects services and looks with great vigour in certain key areas of delivery. Listed below are all 5 areas along with the rating awarded to CMS in each:

Are Services:

- Safe? **Good**
- Effective? **Good**
- Caring? **Outstanding**
- Responsive? **Outstanding**
- Well led? **Outstanding**

This really does demonstrate all the hard work and commitment staff have shown over the years delivering a high quality service to patients each and every day.

Some of the key finds were:

- There were clearly defined and embedded systems, processes and practices to keep people safe.
- People had good outcomes because they received effective care and treatment that met their needs.

- People were truly respected and valued as individuals and were empowered as partners in their care.
- Services were tailored to meet the needs of individual people and were delivered in a way to ensure flexibility, choice and continuity of care.
- The leadership, governance and culture were used to drive and improve the delivery of high-quality, person-centred care.

The full CQC report can be found on the CQC website
https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ4838.pdf

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Changes to the Team

Since our last newsletter we have seen a number of changes to the team here at CMS. Pauline Stuart, our Practice Manager from the start of CMS has recently retired. She will obviously be much missed by all those associated with CMS. Her departure has resulted in the appointment of a new Practice Manager - Anita Wilkinson.

Prior to coming to CMS, Anita was involved with a Cumbrian based Third Sector organisation working closely with Adult Social Care and Children's Services to provide care and support to people with Learning Disabilities. Before this she was working and living in London involved with Criminal Justice Sector organisations providing care and support to offenders.

As the service has continued to expand based on the number of referrals received we have over the last few months appointed other new staff members as Booking Coordinators - Charlene Johnston and Megan Smith. A big welcome to them all.

Welcome also to Dr Beata Bakos who joined us recently and works with our team of Dermatologists:

Dr Bakos was born in Hungary and studied at the University of Medicine in Debrecen. She spent her 7 years training period at the Dermatology Department of the University Hospital. She was actively involved in the University with scientific research and teaching both registrars and medical students. She started her dermatology career in the UK in January 2011 and she worked as a locum consultant in different hospitals. She joined CMS in March 2019 and she is delighted to be working with the highly organised Cumbria Medical Services. She is married and has two children both of them are university students at present. She enjoys doing yoga exercises, travelling and skiing.

Patient Voice

Virtual Patient Participation Group (VPPG)

As CMS covers such a wide geographical area it is incredibly important for us to ensure we are able to provide as many ways as possible for patients to have a connection with the service. Ultimately it's about getting the feedback required to ensure that what we do and the way we do it is best for the patient and to ensure that any feedback gained is used to develop the service further.

As such, the VPPG plays an important part in this. The Chair of this group is Arthur Carr – he is currently looking to recruit new members to the group so if you are interested in finding out more about what the group does then please do contact him on arthurcarrppg@gmail.com

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Patient Reminder

Appointment times are a precious resource that we really don't want to see wasted. During April to June this year there were a total of 182 missed appointments. We do everything we can to remind patients of appointment times including the use of a text messaging service. It would be much appreciated if you could let us know if you're unable to make an appointment as we do manage a cancellation list and even if we receive a late cancellation we will always try to schedule another patient in. This uses the time effectively as well as allowing another patient to have an opportunity to see a doctor sooner than originally planned.

Thanks for your cooperation with this.

CMS Staff and Family Summer Get Together

A big thank you to everyone who came along to our summer get together this year. It was a great event on a very warm summer's day! The hospitality shown by Martin and Nic at their new home was much appreciated – a big thanks to both Fayyaz and Martin for organising the whole thing…….

Hernia Information Sheet 1

There's been some media discussion over the last few months on the implications of using a mesh in hernia operations. Questions around this issue are often put to our doctors about the safety of using the mesh. To try and shed some clarity on the subject here's a statement from the Royal College of Surgeons:

RCS statement on hernia mesh complications

26 Sep 2018

Commenting on the Victoria Derbyshire programme's claim that hernia mesh complications 'affect more than 100,000' people, a Royal College of Surgeons spokesperson, said:

"It is clearly tragic if even a single patient suffers horrible complications from any type of surgery, not just hernia operations. Unfortunately the nature of surgery in general, not just mesh surgery, carries with it an inherent risk of complications which surgeons will always seek to assess, and will discuss with patients according to their individual clinical circumstances before surgery takes place.

"It is important to make a distinction between groin hernia, the most commonly carried out repair and other forms of abdominal wall repair where a hernia has arisen, for example, in an incision or scar after a previous operation. These are more difficult and the complications rates are much higher.

"A recent 2018 study found that both mesh and non-mesh hernia repairs were effective for patients and are not associated with different rates of chronic pain. The Victoria Derbyshire programme is right to point out how a minority of hernia mesh operations are associated with complications. However, it is also important to stress that such complications range dramatically from minor and correctable irritations to the more serious complications highlighted in its programme. Complications can also occur with non-mesh hernia repairs, and by not operating on a hernia at all. It is extremely important that patients are given the full picture by surgeons, regulators, and the media.

"There have already been a number of scientific studies looking at the use of different types of mesh in hernia and we should continue to review the evidence and patients' experiences to make sure the right advice is given and the right

action is taken. Along with the regulatory authorities, we will continue to listen to patients' experiences. Patients suffering complications or pain need help, not silence. There must also be an ongoing review of the data to make sure that previous studies have not missed any serious, widespread issue. It remains vital that surgeons continue to make patients aware of all the possible side effects associated with performing a hernia repair."

Clinic Locations

There has been some recent changes to our clinic times and locations. We are no longer running clinics from the GP Surgery at Cleator Moor but in place of these we are running some Dermatology clinics at Westcroft House Surgery in Egremont. We hope to continue to ensure that patients living in the Copeland area have access to a local clinic.

Also as another way of making our clinics fully accessible to all, as of July we are now running evening Dermatology clinics in Cockermouth Community Hospital on Wednesdays.

Hopefully you've found this edition useful and informative. If there's any news or information which you think would be useful to include on a more regular basis then please do let us know your thoughts.

We plan to include further helpful Information sheets in future.
What information you would find useful? What topics interest you?
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