



MARDEN NEWS

The monthly newsletter from Marden Medical Practice

December 2018

Information for patients on the Friends and Family Test



As from December 2014 NHS England made it a contractual requirement for all GP Practices to undertake the Friends and Family test. The Friends and Family test is a feedback tool that supports the fundamental principle that people who use the NHS should have the opportunity to provide feedback on their experience. The figures are collected monthly and submitted to the CCG.

We are currently capturing your responses via text messages after attending an appointment, through our website and by completing the family and friends card that can be found in the foyer at the Practice.

Questions that have been asked about this requirement are:

1. Do I have to respond?

Your answer is voluntary, but if you do answer your feedback will provide valuable information for the service, to celebrate positive feedback and to identify opportunities to make improvements

2. Do I have to give my personal details?

No the information received is anonymous

3. Does this replace the Practice complaints procedure?

No the practice complaints procedure is still in place. As the Friends and Family comments are anonymous, it would not be possible to action any complaint brought to our attention using this method.

Below are some of the nice comments we have received



Useful Numbers

- Health Visitors 452300
- District Nurses 277709
- RSH 261000
- Family Planning 283382

Pharmacies

- Rowland's On Site
- 369446
- Asda 276810
- Sainsbury's 244744
- Taylor - Radbrook
- 249931
- Williams Co-op
- 344277
- Conway 352352
- Lunt's - Hereford Rd
- 351918
- Boots - Pride Hill
- 351311
- Rhodes 343998
- Boots - Copthorne
- 350747
- Boots - Coleham
- 362496
- Lloyds - Riverside
- 344523
- Tesco
- 845449
- Pharmacy Express
- 245715



Bowel Cancer UK

Taking part is simple, just grow a beard this December and help us stop people dying of bowel cancer. Already bearded? No problem. Dye, ditch or decorate your beard and join the campaign.

Sign up to receive your free fundraising pack which will include a guide full of beard growing and fundraising tips, as well as posters for you to put up at work or in your community.

You can fundraise individually or as a team. Encourage your friends and family to get involved with your fundraising, creating challenges over length, style and even colour.

This year we're asking you to fundraise £100 each. This will help fund vital services and lifesaving research to help ensure a future where nobody dies of bowel cancer.

Join us this December, get growing and raise as much as you can. We have partnered with male grooming company Cornerstone to offer everyone taking part in Decembeard this year a special £10 discount off any Cornerstone shaving plan £20-£30 RRP. For more information Call us 020 7940 1760; Email us admin@bowelcanceruk.org.uk





Christmas/New Year

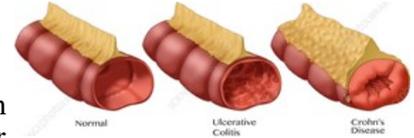


Marden Medical Practice will be **CLOSED** on Christmas Day, Boxing Day and New Year's Day. All other days the surgery will be open as normal.

If needed please ring **111** for medical attention and **999** in an emergency

CROHN'S **"COLITIS** **Awareness** **Week** **DEC 1-7**

Crohn's and Colitis are diseases of the gut that affect every part of the body. They're debilitating, widely misunderstood and there is no known cure. Every day, Crohn's and Colitis has a devastating impact on the lives of 300,000 people across the UK - the real number could be double that.

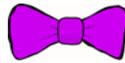


The gut is like your body's second brain, so when it goes wrong, it can affect every aspect of your life, from your hormones and digestion, to your energy levels and mental health. Stigma and misunderstanding around the conditions, means thousands are suffering in silence.

It takes guts to talk about Crohn's and Colitis, so stand with us and everyone affected by these devastating conditions on 1-7 December. Together, we can improve lives today and build a world free from Crohn's and Colitis tomorrow.



Go Purple at work, school, university or in the gym – wherever you can! Invite your colleagues, your friends or family to be involved - get them to Go Purple for Crohn's & Colitis UK.



This Crohn's and Colitis Awareness Week, stand with us, and everyone affected by these devastating conditions, so that together, we can improve lives today and build a world free from Crohn's and Colitis tomorrow. Need help? Email fundraising@crohnsandcolitis.org.uk or call 01727 73 44 85

Donating to Crohn's and Colitis



Monthly Donation

£5 a month will help 60 patients a year be better informed about their condition

One off donation

£20 will help a person in distress receive vital support from our helplines

How your gift could make a difference



Your donation of £18.64 could help fund a life changing call to our information and support lines.

£31 could help us provide 100 pieces of vital information to help manage life if you are affected by inflammatory bowel disease.

£113 could help us fund a full day's research that will improve lives today, and that one day could deliver a cure.

£273 would give someone with Crohn's or Colitis the financial support they need when they are unwell and in crisis.

An exceptional donation of £5000 could fund one of our family days that provide face-to-face practical support for children and their families that help them understand that being diagnosed with Inflammatory Bowel Disease does not mean their life is over, and they do not have to face it alone.



Contact Information

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