

A W SURGERIES

Issue
Oct 2011

PATIENT PANEL NEWSLETTER

News from the Surgery

A new Nurse Practitioner, Jane Painter, has been appointed to work alongside our existing nursing team. She started on 19th September 2011 and is now available for consultation. She will be involved in seeing patients with acute illness as well as being involved in some chronic disease management clinics.

Three new GP Registrars have replaced the two GP Registrars, who completed their training at the surgery at the end of July 2011. Drs Ray, Simpson and Robinson started at the practice in

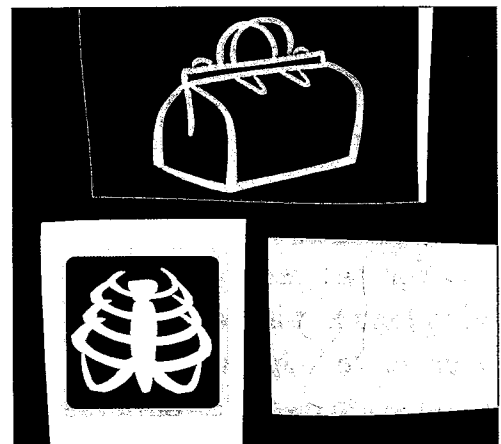
August 2011 and have settled in well.

Dr Rosalind Man who works three quarter time will be leaving us at the end of October 2011 to get married. Dr Kate Grint who will be working full time will be replacing her and will be joining us in November 2011.

Dr Paul Gooding who works three quarter time will be leaving us in January 2012 as he is emigrating to Australia. The practice has advertised for a full time salaried doctor to replace

him and will be conducting interviews for this post in October 2011.

The doctors feel confident that these changes will significantly increase the number of appointments available to our patients and improve the service that we provide.



Missed Appointments

No matter what appointment system is in operation, people who fail to keep an appointment deprive someone else of seeing a doctor, causing distress and anger. This is a problem whether you were the victim, culprit, or on differing occasions both. It was to reduce this problem that led to the alternative appointment system being created, and it worked! Missed appointments were halved but the current rate, exceeding 200 a month is still too high. PLEASE BE CONSIDERATE. IF YOU BOOK AN APPOINTMENT.. KEEP IT OR CANCEL IT.

SURVEY RESULTS Once again, the patient panel undertook the annual patient satisfaction survey which forms part of a larger survey required by the primary care trust.

Over a two week period 849 valid forms were collected, many with various comments, and our thanks go to all those who took part. After collating the results, they were presented to the partners at their monthly meeting together with every comment from the forms.

Results showed a lower level of satisfaction due mainly to the problems relating to the appointment system. It is fair to say the practice was aware of difficulties and the matter was receiving their urgent attention, but they were somewhat surprised at the animosity created by the difficulty in getting an appointment in an emergency, seeing the doctor of their choice or the same doctor in follow-up situations. Improvements included having an extra registrar, the new position of nurse practitioner (covering triage) and full-time instead of part-time partner to create more appointments. This has additional costs for the practice but the initiative must be applauded.

BOOKING AN APPOINTMENT

Booking an appointment is straightforward. Either in person at the surgery, by telephone or by internet. Appointments are available up to 14 days in advance with ALL GENUINE EMERGENCY APPOINTMENTS BEING SEEN THE SAME DAY. Whilst emergency appointments may not be with doctor of choice, and may be with the nurse practitioner you will be seen. Make sure the receptionist is told all of the facts, that it is an emergency and you want to be seen that day so that she can deal with the matter accordingly.

Late night surgeries till 7.40 are available on Monday to Thursday. Internet booking for non-urgent appointment is available with a limited number of appointments reserved. You need to register in person with the surgery to apply online so bring in photo id and proof of address and register to day, Full details from surgery receptions

JOIN THE PATIENTS PANEL / FUTURE ACTIVITIES

New members are always needed and welcome.....

The panel has been running now for two years and our work load has increased and in order to help the surgery to be made aware of patients' needs, worries and concerns and make the patients aware of surgery changes and initiatives the panel needs more members who can spare a few hours a month. The panel now meets for about an hour each month, alternating between Albion House on even months and

Withymoor on odd months.

Up coming matters include promotion of internet for repeat prescriptions and appointment booking, gathering of e mail addresses to aid surgery communication / survey information, greater presence in the surgeries and general administrative duties.

With major changes to the structure of GP Surgeries pending, we need to keep abreast of the changes and the impact on our patients....YOU

MEETINGS ARE THIRD THURSDAY MONTHLY AT ALBION HOUSE

THIRD WEDNESDAY MONTHLY AT WITHYMOOR.

NEXT MEETING 20TH OCTOBER ALBION HOUSE

For more information please contact Geoff Lawley (chairman) 01384 822172
Stuart Steele 01384 443133
Mob.07950116828 or stuartsteele48@hotmail.co.uk
or contact any member.