

Summer 2009 Newsletter

June, 2009

Welcome to the summer edition of our quarterly Newsletter.

If you have any comments concerning our practice, the contents of this newsletter, or ideas for future issues, please let us know.

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Staff

Marion, one of our longest serving receptionists is due to retire at the end of July. We would like to thank Marion for her hard work over the years and we will certainly miss her enthusiasm and caring approach.



Dr Helen Maxwell Jones has passed her nMRCGP and is due to complete her 12-month placement with us at the end of July. We would like to wish Helen all the best for the future and thank her for her considerable contribution to the practice, and we hope that she will continue to help us out as a locum.

As a training practice for GPs, we will continue to have GP registrars on both short, 4 month and longer 12-16 month attachments. In August we have our new registrars. We are delighted that Dr Summer Al-Rawi, who has worked at the practice previously, is coming back for her final year and Dr Jason Talathi is coming for 16 months. Both of them are experienced doctors near the end of their GP training. They are expected to video some of their consultations for teaching and assessment purposes, so you may be asked to give your consent to have this done, (if you do not wish to be videoed we fully respect this - just let our receptionist know).

We really appreciate your support in helping these Doctors become the GPs of the future. The feedback we get about their training experience in the practice is very positive and the young doctors appreciate your acceptance of them as part of the team.

Training Days

The practice closes for a number of afternoons per year to allow us to participate in educational updates and to generate ideas to try and improve the service we offer. We will be closed on the following Wednesday afternoons

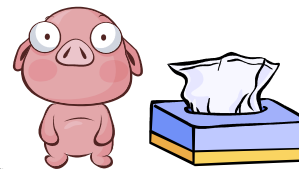
- 8th July 2009
- 9th September 2009
- 14th October 2009
- 18th November 2009
- 13th January 2010
- 17th February 2010
- 17th March 2010

During this time Derbyshire Health United will provide urgent cover. The telephone number for DHU is 0844412239.

Patient Identifiers

National guidance recommends that each time we have contact with any of our patients we check three separate identifiers in order to ensure that we know exactly who you are. You will therefore find when you make and attend for an appointment, request and collect a prescription, or ask for results of a test, that you will be asked for your name, address and date of birth. We are sorry if this seems a little excessive at times, but it is in the interests of patient safety, so please bear with us.

Flu Pandemic Advice



We have a separate leaflet with information concerning the possible flu pandemic that may occur later in the year, please pick one up at reception. Further updates will be given as soon as we have them.

In the event of a flu pandemic it will be necessary for you all to know your NHS number – please make a point of asking for this information now and keeping it to hand for future reference.



Patient Survey Results

We have now received the results of our annual patient survey for 2008.

We are very pleased that overall our scores have continued to improve compared with last year. Those completing the survey indicated that they were very happy with the service and care given by the receptionists; satisfaction with the doctors was higher than the national average; and opening times had improved.

Our areas for improvement are: 'time kept waiting to see the Doctor or nurse' and 'phoning through to the doctors for advice'. However we score the same as the national score for *waiting time*, which probably reflects the difficulties all GPs have trying to run to time.

During a typical surgery, GPs and nurses have to deal with unexpected urgent cases and interruptions from other health professionals. Serious health problems often occur unexpectedly which need more than 10 minutes to sort. This can be compounded if patients wish to raise several problems during their ten-minute appointment.

To try and tackle this we have re-structured our surgeries to allow for "catch up" time so that the patients booked in at the end of the surgery aren't so delayed. We have also put up a notice on the message board asking patients to try and stick to one problem per appointment if at all possible. Out of courtesy, the receptionists are trying their best to keep patients informed of any delays.

Patients are able to phone and speak to a GP for advice if they feel that this is the most appropriate way of solving their problem or answering queries. Please tell the receptionist that you would like to speak to the GP for **telephone advice**. The Doctor will usually phone you back at the end of their surgery. If you feel that you may need to be **seen** by your GP please ask for an appointment or home visit (if housebound) as usual.

We will be discussing the results of our annual survey with the Patient Participation Group in the near future and drawing up a plan to try and improve our service further. If you have any suggestions please let us know.

We have also achieved a very high score for our "annual access survey" carried out by the Primary Care Trust - 87.8% of patients were able to make an appointment within 2 working days and 92.6% of patients were able to

make an appointment more than 2 working days in advance. We have a mix of pre-bookable appointments and urgent appointments to try and allow you to be seen when it is urgent and to plan for your appointment when it is not.

Chlamydia and Sexual Health

Our practice is participating in the national Chlamydia screening programme (Chlamydia is a sexually transmitted disease that has increased over the years and can have long term effects on fertility). If you are aged between 16 and 25 you are entitled to a screening pack, which involves a simple urine sample that is posted to the lab. This can be collected without seeing a doctor or nurse, however our clinical staff are happy to discuss any concerns you may have regarding your sexual health during an appointment.

Please note that condoms are available free of charge from the dispensary for all those over the age of 16 (under 16s will be asked to speak to their GP first).

Physio Self Referral

We are currently piloting a self-referral scheme for the physiotherapy department at St Oswalds Hospital. This means that you can complete your own referral form, (which is available at Reception), without having to see your doctor. You will then be allocated an appointment according to the urgency of your complaint.



Travel Advice



If you are planning to go abroad this year and are unsure whether you need to have any immunisations (jabs) or anti-malaria tablets, please make an appointment with one of our nurses at least 4 weeks in advance (and if you are planning to visit several countries or more exotic locations e.g. back packing - please come in 3 months in advance). The nurse can then determine what you need to have in order to protect yourself from disease whilst abroad. You can find further information and travel advice on the "useful websites page" of our website www.ashbournehealthcentre.co.uk.