

The Old School Surgery Practice NEWSLETTER

www.theoldschoolsurgery.com

Issue 2, February 2017



Topics covered in the February 2017 issue:-

Patient Services

- Patient online services
- When to call the surgery
- Appointments
- Quit Smoking

Patient Feedback

- Appointments Wasted
- Questionnaire Feedback
- Friends & Family Test

Patient Participation Group

- Medication Waste
- Defibrillators
- PPG Noticeboard



Patient Services

PATIENT ONLINE SERVICES

Are you aware you can book your appointments, cancel appointments, order prescriptions, view your Summary Care Record and update your details online?

All you need to do to register is to come into the surgery with photo ID and proof of address and ask the Receptionist to issue you with an online account.

The Receptionist will then provide you with a username and password for you to access your online account at your leisure.

WHEN TO CALL THE SURGERY

As you are all well aware the surgery telephones are extremely busy between the hours of 8am and 9am in the morning, here are some better ways to contact the surgery at less busy times:-

- For urgent appointments call from 8am
- For non-urgent appointments/queries call after 10am
 - or book your appointment via patient online
- For results call after 2pm
 - or view your results via patient online
- Please be aware we **DO NOT** take prescription orders over the telephone, prescriptions can be ordered via patient online, posting prescription slip or via your pharmacist.

APPOINTMENTS

The Receptionists are here to help you and direct you to the most appropriate healthcare professional. This may be a GP, Practice Nurse or Healthcare Assistant. The Receptionist will ask you the nature of your problem in order to help you.

The demand for GP appointments is increasing, and in an effort to ease the pressure and improve access for patients we offer a same day emergency service with a doctor to any patient who feels their medical condition cannot wait until the next available appointment.

Patient Services

APPOINTMENTS - Continued

This allows the doctor to assess your medical needs, arrange further tests or book you an appointment which may be on the same day if your medical condition is urgent. This system allows doctors to prioritise their workload and ensure patients who need to be seen more urgently are seen. It is for this reason the Receptionist asks you the nature of your problem to help the doctor; please be assured the Receptionist is not making decisions about your care. If you prefer not to discuss this with the Receptionist, please just inform them politely and they will be happy to book you the appointment/telephone consultation in the normal manner.

We know you prefer to see your usual doctor and this is better for your continuity of care. This may mean waiting a little longer for a routine appointment if your medical condition is not urgent. A proportion of our appointments and telephone consultations are pre-bookable up to four weeks in advance for follow up and non-urgent problems. Doctors' appointments are for 10 minutes, if you feel you will need longer or have more than one problem please ask the Receptionist to book a double appointment.

QUIT Smoking & Feel Amazing

You are four times more likely to be successful in stopping smoking if you have support from an advisor as well as using stop smoking medications.

A QuitReady Advisor can guide you through a 12 week quitting programme. QuitReady will provide you with the most up to date support and coping mechanisms to help you stay smoke free.

For quit smoking support text "ready" to 66777 or call **0345 646 66 66** to chat online to a friendly stop smoking advisor.

www.quitready.co.uk

Patient Feedback

APPOINTMENTS WASTED (DNA)

From the 3rd January to the 27th January the doctors and nurses had 3509 patients booked in for appointments and telephone consultations, 107 patients did not attend for their appointment or was not available to receive their telephone consultation when the Healthcare professional called back, this equates to 19 hours and 35 minutes of time wasted, an extra day for a GP to work or a Nurse for an extra 2 days based on the number of hours wasted.

A DNA is somebody who Did Not Attend a pre-booked appointment and did not advise us that they could not attend beforehand. The clinic was ready, the staff were ready, but the patient Did Not Attend!



APPOINTMENTS WASTED (DNA) - Continued

We do understand that from time to time patients are unable to notify us due to hospital admission. You can contact us by:-

- Phone 01455 271 445 or 271 442
- By Patient Online
- At the Reception Desk

FEEDBACK FROM THE PPG QUESTIONNAIRE

4% of patients completed this year's PPG Questionnaire, responses included:-

- 80% of patients felt the appointment system is suitable for their needs
- Patients suggested there should be an option to discuss more than one problem – patients can book a double appointment to see the doctor to discuss more problems
- Patients find calling the surgery difficult – this is being addressed by the surgery, funding has been sourced to upgrade the telephone system which will happen within 2017
- Surgery – withheld number – this has now been changed so patients know who is calling.
- 86% of patients were satisfied with the surgery opening hours
- 90% of patients are aware of the practice website/patient online
- 82% of patients are aware appointments and prescriptions can be made/ordered online
- 46% of patients use patient online services
- 84% of patients have a repeat prescription, 98% of patients say their prescription was ready on time.
- 97% of patients said the Reception/Dispensary staff are helpful
- 61% of patients were aware that the practice has a PPG
- Patients commented that the PPG noticeboard was not in an appropriate place – the noticeboard is being moved to a better area in the waiting room
- Patients commented that the waiting room can be too hot – this has been reviewed
- 97% of patients said they would recommend the surgery

FRIENDS & FAMILY TEST



The Friends and Family Test is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

Please provide us with your feedback by either completing a slip in Reception or going online to our website to provide your comments.



EVERYONE HAS A PART TO PLAY TO REDUCE MEDICINES WASTE

You can make a difference

- Checking what medicines you have at home before re-ordering more.
- Opening your prescription bag while you are still inside the Pharmacy and returning any unwanted medicines to the Pharmacist.
- Asking for advice from a Pharmacist if you need any help taking your medicines.
- Speaking to your doctor if you are not taking any of your medicines or you are experiencing any unexpected side-effects.

Did you know that

- Once you leave the pharmacy even unopened medicines must be destroyed? **Check your prescription bag when you are still inside the Pharmacy.** You can return any unwanted medicines to the Pharmacist.
- Taking medication doesn't have to be a burden? **Don't be afraid to ask for support taking your medicines.** Your Community Pharmacist can suggest ways or aids to help you.
- Sometimes medicines can give you side effects or interact with other medicines you are taking? If this happens **it is very important that you tell your doctor** so they can help you.
- You don't need to order all the items on your repeat prescription? **Only order the items you need.** Don't worry – all of the medicines will still be available for you to order the next time.

DEFIBRILLATORS IN SAPCOTE

Sapcote will be having 2 new Defibrillators fitted within the next few months

Thanks to the British Heart Foundation (BHF), East Midland Ambulance Service (EMAS) first responders and Sapcote Parish Council, 2 new defibrillators will be fitted in Sapcote very shortly. One will be fitted in the Telephone Box outside the Post Office on Stanton Road, the second defibrillator will be installed by the pavilion.

Training sessions will be provided on how to use the defibrillators. The training should only take 30 minutes and it is hoped will give everyone confidence to use the equipment. The equipment is very easy to use and even talks to the person using it advising them what they need to do in an emergency.

Defibrillators can save lives as recently reported in local press, more than 30000 people suffer a cardiac arrest outside of hospital every year and less than one in ten survive. So please Support this and apply to attend the training sessions which will be held in the Village Pavilion in the near future.

Contact Jonathon Haw 01455 271891 or Vic Howell 01455 271889 providing your contact details so they can place you on a training course. Please leave a message if no reply with name and contact details.

PPG NOTICE BOARD

Following feedback from the patient questionnaire, the PPG members agreed the noticeboard was not placed in a very accessible area within the waiting room.

The Noticeboard is now going to be situated at the back of the waiting room above the cupboard with the magazines on it for all patients to view information from the PPG. Please take a look next time you are in the surgery.

