

Practice Newsletter – Summer 2015

Dear Patients

The NHS Friends and Family Test was rolled out in GP surgeries across the country in December 2014. 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.

So, a big thank you for taking the time to complete this NHS Friends and Family Test (FFT). We do appreciate that patients are often asked to complete surveys.

Our surgery's supplementary follow up question is 'If we could secure additional funding to improve the facilities at our practice, what change(s) would you like to see?'



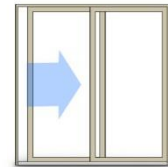
We have had lots of suggestions and comments and we would like you to know that we have been listening and can now update you about some changes we are implementing following your feedback. We would also like to address some of the most common feedback that we are seeing.

Jane Currie
Assistant Practice Manager



'More Accessible entry to the surgery'

We are installing new automatic sliding doors to the main entrance and foyer to improve ease of access. Pre electrical works will take place in July and the doors will be installed by the end of August 2015.



'More Privacy in Waiting Room'

We appreciate that our waiting room and reception areas are very close to each other and that noise does travel. We are looking into introducing background music to the waiting room, though this may bring its own issues, such as the correct sound level to suit both patients and receptionists.

In the meantime we are also looking into appropriate ways to soundproof these areas.

'More out of hour's appointments/Weekend opening'



We provide appointments outside of usual surgery hours on three Tuesdays in a month until 8pm, and one Saturday in the month we open between 8.30am until 11.30am. These additional appointments are primarily for commuters or patients that struggle to access us during the day and all these appointments are booked in advance.

We provide some GP appointments from 8.30 am and nurse appointments from 8.00 am on certain days. We have also received a few comments asking us to open before 8 am. Unfortunately this is not practical for our small Practice.

'Improve Car parking at the surgery'



Lots of comments have been made about lack of parking at the surgery but unfortunately this is not something we can expand. However, in an effort to improve the safety of patients and staff we have installed some low barriers to prevent accidental driving over the boundary. We have also had the parking bays repainted to encourage drivers to make the best use of available space and we have also had the potholes filled in.

We recently heard about a near miss in the car park when a patient reversed their car and almost knocked over a patient walking back to their own car. This patient was very shaken by the nasty experience. We appeal to everyone to use the car park safely and responsibly.

If you are parking on the road, please park safely and be considerate of our neighbours. The road and pavement are not Practice responsibility and any suggestions should be directed to the appropriate authorities.

'Online booking facility for appointments'

We do have a limited number of appointments available via online booking. To date 3 patients have booked an online appointment – one patient failed to arrive for their appointment and one patient cancelled. We will introduce further online booking appointments dependent upon uptake.



You can register for online booking via the Patient Access website <https://patient.emisaccess.co.uk/> and follow the online prompts. You **MUST** then bring in ID within 2 weeks to complete the registration process. This registration method ensures that your identity can be verified by our practice and that your personal details cannot be accessed by others.

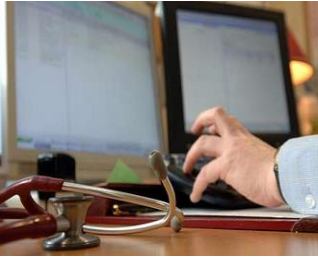
Once registered, we provide the following:

- Booking appointments - allowing you to view, book or cancel appointments
- Repeat prescriptions - allowing you to order your repeat prescriptions online
- Access to view your current medication and immunisation history online
- Test results - allowing you view your test results online

'Priority for certain patient groups'

We have had several requests to give priority to certain age groups. Our Practice is a general practice and as such has to find a happy medium to cater for all our patients irrespective of background but our overriding concern is prioritising our work to help those in crisis or needing urgent care with a significant problem.

'Why do I only get 10 minutes with the GP?'



Our Practice currently offers 10 minute appointments. This is to enable as many patients as possible to access GP services. The remainder of the day is spent on home visits, telephone calls, liaising with other professionals, making referrals, looking at clinical letters, discharge summaries from hospital and the ever increasing avalanche of paperwork GPs are now asked to complete.

It would help everyone concerned if patients were to attend for the most pressing medical problem initially and ask the GP whether a further appointment for outstanding issues is required or whether the services of a more appropriate service would be advisable. Patients can book double appointments if they believe that more time is needed to address complicated or several problems.

'Less waiting times'

Appointment duration is 10 minutes to enable GPs to see a reasonable number of patients during morning and afternoon surgery. We find that more and more patients are bringing a long list of ailments to their appointment. Whilst the doctors will attempt to help with a number of problems within a 10 minute appointment, this can lead to a knock on effect for subsequent patients.

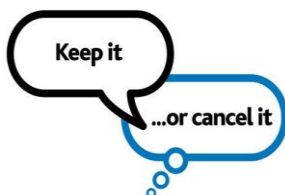


Emergencies also do happen and a GP may have to spend a little more time with a patient, organise an ambulance or contact community services to put arrangements in place for patients. All this takes time, and again, your safety is paramount.

If a GP's surgery is running a little late, our receptionists will advise patients so that they can make an informed choice to wait a little longer or to rebook.

Sad Facts :

As patients we are all frustrated when appointments are not available when needed. At this Practice we are equally frustrated to see dozens of appointments go to waste every month because patients did not advise us that these are no longer required. The NHS Constitution advises patients of their responsibility to cancel appointments that are no longer needed.



Please help us to help you – phone us if you no longer need your appointment or cannot make it. We are very grateful to those patients who take the time to advise us when an appointment is no longer needed. Sadly, many patients simply do not turn up for their appointment which could be used for those patients who need to see a GP or nurse.

Since the beginning of the year, **358** patients did not attend their appointments and did not cancel!

'More toys in the waiting room'

Infection control recommendations are such that most of the toys have now been removed. Children are always welcome to bring their own toys/books to the surgery.



Remember, all Friends & Family Test comments – whether positive or not so positive – can be found on our New Wokingham Road Surgery page on NHS Choices website (www.nhs.uk) or ask at Reception for a paper version.

I would also like to say a huge thank you on behalf of all the staff here at New Wokingham Road Surgery for all the many positive comments that you have shared with us. We really do appreciate it and it does give us a wonderful morale boost.

A reminder about additional services that we offer:

Smoking Cessation Clinic



If you are motivated to stop and feel you would benefit from one to one support here at our surgery with our specially trained Smoking Cessation Advisor, Sheila Hutt, please phone reception on 01344 773418 and make an appointment in our Smoking Cessation Clinic which takes place on Wednesday afternoons (if this time is difficult for you, we will be happy to arrange an alternative appointment).

You do not need to be registered patients with us to take advantage of this excellent, free service (minus prescription charges) so tell your friends and family! The difference between NHS service and trying to stop on your own (privately) are shown below:

NHS Price - £8.20 for 2 weeks of patches	Private Price	–	£25.49 - 2 weeks of patches
			– £13.99 - 7 days of Nicorette Gum
			– £21.99 - Nicorette Nasal Spray

Patients requiring Travel Advice and Vaccination

Travel advice and vaccination is not an NHS core service; GP practices can elect to provide the service or not and some vaccinations will be chargeable. Patients will need to complete a questionnaire supplied by the surgery and book a travel consultation appointment with the nurse at least eight weeks before travelling. This will allow time for the vaccination schedule to ensure they will offer protection. We have a limited number of appointments available so please book well in advance; thank you.

Memory Clinic

Are you over 60 and concerned about your memory? Our service can help you if ongoing changes in your thinking skills are making it harder for you to manage daily tasks at home. We provide this service in Memory Clinic Surgeries throughout the week. Please see reception for more details.



Finally, we would like to take this opportunity to remind you about an important piece of information –

You are at risk of being removed from the practice list if you fail to respond to letters regarding your registration!

NHS England is conducting a review of all registered patients. The reason for this is to remove what are known as 'Ghost' patients and to free up capacity in the NHS system. If you receive any communication it is vital that you respond to show that you are an active patient and should therefore remain on the practice list.

New Wokingham Road Surgery