



## UPTON-UPON-SEVERN SURGERY PATIENTS' NEWSLETTER

### September Newsletter

#### New Surgery

We are now approaching the 'move in' schedule and the move weekend is October 19th —22nd. The landscaping will take place mostly after we move due to the dry ground conditions during September so the site may look a little bare. The six stained glass panels that will frame the huge window providing the main outlook from the waiting area will be installed during November. However we are pleased to announce that the 'paintings in hospitals' scheme art work will be installed by move in date for you to enjoy. The move information letters per household will be posted shortly with all the necessary phone numbers and information.

Some patients have kindly enquired about sponsoring a tree for the grounds. For the first year the landscaping is part of the planning permission requirements. However we are looking to create a seating area outside that would require benches or a picnic table which might be an alternative.

Many of you are aware of the Upton Medical Support Trust and contributions over the last few years are now being spent on additional surgery enhancements. There are 6 extra consulting rooms in the new building allowing all doctors to have available rooms and allowing extra surgeries and other health professionals space for new services that will be planned over the next year. There is a fully equipped minor operations room and an additional treatment room for procedures. Following the success of the trial of the electric bed in Dr Wilson and Dr Evans consulting room we are installing them in the majority of consulting rooms allowing easier and safer access to examination couches. The reception areas have been upgraded and the desk facilities are installed and looking really good as well as providing safe and confidential areas. There is a designated comfortably furnished counselling room or quiet room if the facility is required for any reason. The Trust has also invested in upgrading the seating options in the waiting room with a variety of choices of seating which will be a comfort for those having recently undergone operations. The children's play area has also benefited and mindful of the overall environment we have participated in the paintings in hospitals scheme.

### **Floods update**

Now all the water has subsided many are still struggling with the aftermath. Some of our staff have homes that were flooded like many of yourselves and are in temporary homes for a few more months yet. During the floods we were able to test our flood plan and I am pleased to report we maintained all our core services to patients with doctors being able to cover our geographical patch by bases from School Lane, Beechwood Residential Home and Malvern Community Hospital. Our thanks to the two alternative site providers and to the Fire Brigade, PCT staff and St Johns Ambulance who all supported us.

We were able to review our flood plan for the new site and to scale back the evacuation requirements in the event of a severe flood as the building, essential power services and all accesses to it remained dry. The lower car park was flooded which is for staff car parking only and the upper additional car park will offer enough places. Indeed we were able to use it as a secure car parking area whilst we maintained services from this site. Many thanks to the fire brigade for allowing vehicle access via their property and all the many offers of help and support during the week.

### **Dr Wilson**

Dr Wilson will retire on December 31st 2007 after 40 years as a partner of the surgery. He has thoroughly enjoyed his time in the practice and having moved surgery to its new premises he now feels it is time to hang up his stethoscope. He will continue to live at Buryfield and hopes for a long and active retirement.

### **Flu vaccinations**

For all those who are 65 years or over, or anyone with a chronic condition it is recommended that you attend for a flu immunisation. Please contact us to book your appointment. They will be run on Saturday 3rd and Saturday 10th November from the new surgery. Please note the surgery will not be open for any other services during those Saturdays.

### **In house Patient Survey**

We have commenced our annual in house patient feedback survey and we really do need your support to complete this important survey. The results are shared across the staff teams to identify areas where we can improve our services and in this newsletter. Last year 457 patients took part. It does not matter if you have completed it before, the more who participate the richer the data and analysis. As ever it is completely confidential and uses the touchscreen computer outside the nurses treatment room entrance. Some patients have participated in the National Department of Health survey 'Your Doctor, Your Experience, Your Say' and we have compared our returns with the national and local benchmarks.

<b>Survey Question</b>	<b>National results</b>	<b>Upton Surgery results</b>
Satisfied with telephone access	86%	96%
Able to get appointments quickly	86%	93%
Able to advance book	75%	94%
See GP of choice	88%	98%
Satisfied with opening hours	84%	82%
Discussed a choice of hospital	94%	98%

Further analysis of the practice opening hours question showed that the Worcestershire range for this question was between 76% and 93% satisfied. The main age group for being dissatisfied was men between 45—64. 1 patient would like lunchtime surgeries, 2 patients evening surgeries and 29 patients Saturday opening. We reviewed the practice in Worcestershire that gained a 93% satisfaction rating and found their opening much the same as our own and they do not open on a Saturday morning either. Just a reminder that we do offer appointments up to 6pm, we also do not close at lunchtime and run a weekly surgery between 1230 and 1430 and sometimes other lunchtime options. The GP partners undertake their emergency home visits after their morning surgery and before their afternoon surgeries begin, however when demand is high surgeries start earlier and end later. In response to these findings we are planning a men's health initiative for next year following our first meeting of the Practice Patient Participation Group.

#### **Patient Participation Group**

We have now established this group to help us plan services and get ideas and feedback. However we are seeking some younger members as that age group is currently not represented. If any male or female patients aged between 20—40 could spare the odd evening to support this group we would be very pleased to hear from you. If you want an informal chat please speak to the Practice Development Manager, Philippa White or via the email link on the web site.

#### **Repeat Prescriptions**

Just a gentle reminder that we do require two working days notice to issue and complete your repeat prescriptions and it is very important you collect it within seven days. Storage of uncollected items is problematical and slows down the issuing process. We regularly dispense over 10,000 items every month so organisation is the key to maintain a good service. If you have a computer I would again urge you to join the 780 patients currently registered for the online service, it is convenient and reliable and much safer than telephone or fax. Registration information leaflets are in the waiting rooms or request a PIN from reception staff by bringing some form of photo ID to confirm your name and address eg passport or new style drivers licence.

#### **New Patient Practice Leaflet**

Please ask at reception for the new leaflet if you require a copy.

#### **Upton Community Care**

Volunteer drivers are required for this excellent community scheme. With the surgery relocating they are particularly looking to recruit from the Upton upon Severn town area. If you can offer your services please call Sue Spackman on 01684 593633.