

UPTON-UPON-SEVERN SURGERY

PATIENT NEWSLETTER MAY 2011



Upton Surgery Patient Participation Group

This group has been meeting since 2007 four or more times a year at the surgery to help the GP partners and their staff develop services for patients. They give ideas and opinions on new services and bring feedback from patients to help improve services. They also offer to support patients if they have issues and there is a box at the frosted glass window by the confidential hatch at the entrance to the doctors corridor for you to leave information marked for the attention of Ruth Wain, Chair of the PPG.

To expand patient participation we are trying to create a wider community as a virtual group who would be willing to be contacted by email for opinions on services we are planning or issues that need addressing. When you complete your contact details if there is an email we will contact you to ask if you would like to join that virtual group.

Looking ahead to next year a suggestion from the PPG to ask if there are any farmers close by with snow plough attachments for their tractors that could support the surgery with a clearing service for the car park if need be. Philippa White would be pleased to discuss with you.

Extended hours

Early appointments will be available on 7th June, 11th July, 26th July, 22nd August and 20th September. Late appointments will be available on 18th July and 30th August. Saturday GP sessions are being held on 18th June, 16th July, 30th July, 20th August and 10th September. All are available for booking over the internet or via telephone. Upton Doctors are going to continue to offer this service for our patients. If you haven't already done so please do sign up to our online services. The most convenient way to manage you appointments and order your repeat prescriptions. We have had some very positive feedback and our patient volunteer Maureen has kindly been supporting us in the waiting area showing patients how to use the auto checkin and talking about Emis Access, as a result 50 new people have signed up this month.

Contact details

Do we have all your contact details? There are forms at the reception desk and it might be worth completing to ensure we have all the correct details for you on our database. Increasingly we are finding our mobile phone numbers are not up to date and there may be occasions when this is the most convenient way to contact you.

Exercising Dogs in the grounds

There seem to be a growing trend for this to be happening and as there have been issues relating to dog mess being left on the grass banks we would respectfully request that you do not exercise dogs in the grounds.

Riverboats Children's Centre

From June 7th the Health Visitors and Midwives will be running their clinics from the Riverboats' Centre next to the Primary School. Their clinics at the surgery have ceased. Dates and times should be checked with Riverboats on 01684 594806.

Health Checks

The national programme continues to be offered from Upton Surgery for the 40-74 age group with certain risk factors. So far 269 have been completed and this years invites are being processes. If you receive an invite in the post and are not able to attend or do not wish to participate please let the surgery know at the earliest opportunity.

Lost property

Two bracelets have been found on site and no one has claimed the distinctive ring yet. If this rings a bell with any one please write down a description of your lost property and leave at reception with contact details and Philippa White will contact you to try to get the property back to the rightful owner.

The GP Patient Survey

The Department of Health continues to run a GP survey to assess patients' experiences of our surgery. The findings provide valuable information to us on what you think of the services we provide and where we can do better. Our latest access scores are: 81% patients said they were able to get a routine appointment more than 2 days ahead; 76% said they could see a GP of their choice almost always or most of the time; 87% are satisfied with our opening times; 87% found it easy to get through to the surgery on the phone, 83% said they were able to get an appointment within 48 hours and 96% said they are very satisfied or fairly satisfied with the overall care from the surgery.

Patient Hip and Knee information session

On Friday 8 April 2011, Spire South Bank Hospital hosted a Patient information afternoon. Patients from Upton upon Severn and the surrounding areas were invited into the surgery for a presentation on Knee and Hip replacement surgery by Consultant Surgeon Mr Nadim Aslam. Valuable information was given with regards to planning for surgery, the operation itself and post op care. Twenty two members of the public attended along with physiotherapy and nursing staff. The event was very successful and the feedback was very positive.

Caring with Confidence

CwC expands carers' experience and skill with each session they attend and helps to build on their strengths as a carer. The courses aim to give the opportunity to share experiences and learn from others in similar situations. Benefits identified by attendees say the course imparts useful information, ideas and pointers about caring for someone. It helps carers decide what they might like to change about their caring role and produces ongoing long-term benefits including a support network through regular peer support.

We are currently running the Caring with Confidence programme here at Upton. The sessions started in January 2011 and will end this month. Forty two carers from the Upton practice engaged and have attended at least one session of CWC. 74% of them have attended many more sessions

Feedback: 78% of all feedback rated all of the various aspects of the sessions either excellent or good. Over the last 8 months we have been working closely with Jane Thomas from WAC undertaking audits and reviewing and expanding our support for carers. Additional training for staff has taken place and the support material and accessibility to the same has been increased. Jane attends the surgery and at certain times she is on hand in the waiting room to ensure carers have the information to support services that might help their situation.

It is Carers Week June 13th to June 17th and St Richards Hospice is holding an event for Carers on Monday 13th June 1030 –1530. Details on our Carers table in the lobby entrance.

Dispensary Reminder

When ordering prescriptions on-line, two **working days** are required to process and obtain the goods. We are finding that we have an increasing amount of patients who are ordering on-line over the weekends and calling in on Mondays to collect and we do not want you to have a wasted journey. As a solution if this has applied to you recently you could sign up to the new Managed Repeat service and you would not even need to order on line. Your regular prescription will be managed in house and be ready for you to collect every month. The dispensary is a very busy department dispensing 12000 items a month, managing dosettes, acute and repeat systems and the Managed Repeat system.

Lifestyle Matters Group

The Lifestyles Matters Group aims to support older people to take part in the local community, to learn new skills, to socialize more, to share their expertise with others, and to be more active. Some of the core issues that are covered are: healthy eating, safety at home, physical well-being, mental well-being, and coping with finances. Each group will decide which additional topics they wish to cover and where they would like to go on a couple of outings. The nearest group will be at Malvern and it is hoped that the first group will meet on Thursday 7th July 10.30am –