

**UPTON-UPON-SEVERN SURGERY**  
**PATIENT NEWSLETTER OCTOBER 2010**



### **National Patient Survey**

This years results show our best performing areas are the ability to speak to a doctor on the phone, waiting times in the surgery and ease of getting through on the phone. We are well above our PCT averages for these measures. Interestingly the demand for appointments has risen by 7%. We are not sure why this is happening but it is occurring all over the UK. During one week in September when all the doctors were in surgery we saw 10% of our practice population. This increased demand has an impact on the ability to see your preferred doctor, which has shown a 3% drop. The problem is they are working additional hours with the Extended hours programme but more people want to see them. As always there are some unexplained variations, for example our telephone accessibility is high but the response on how easy it was to get test results on the phone was 2% lower than the PCT average. Also despite always providing patients with a 'book ahead' appointment system, this measure showed a 7% drop as the responders indicated that we did not allow this. Overall we are maintaining the high satisfaction with overall care at a consistent 97% which is 7% higher than the national average of 90%.

### **Emis Access**

With the winter approaching there is more reason than ever to sign up to this convenient service. Since our last reminder another 130 patients have signed up.

To access all our on line services please bring a form of photo identification to the surgery to obtain your online access PIN. You need to be over 16 years for this service.

### **Extended hours**

Early appointments will be available on 5th, 11th and 26th October, the 8th, 16th and 22nd November and 6th December. Late appointments will be available on the 12th and 19th October and the 8th and 23rd November. Saturday sessions are on 9th, 16th and 30th October, 6th and 20th November and 4th December.

### **Flu Vaccinations**

There has been a national unexpected delay in flu vaccine delivery. This has caused us to change one of our dates to be sure we have plenty of stock for those that book. Some patients who were booked on 30th October are being rescheduled to earlier or a later 20th November slot. As with the last few years we will not be sending reminder letters individually so please remind your friends and neighbours to book up and get their vaccine in plenty of time for winter. You should have a flu jab if you're 65 or over, if you are a carer or if you have any of the following problems (however old you are):

- a serious heart or chest complaint, including asthma,
- serious kidney disease,
- diabetes,
- lowered immunity due to disease or treatment such as steroid medication or cancer treatment, or if you have ever had a stroke.

### **GP Enterprise award**

Thank you to all who voted for us in this competition. Your resounding support has meant we have won this national competition. Dr Everitt will be invited to the Royal College of General Practitioners Fellows evening in London to accept the award in November.

## **Drainage problems**

Thank you to all those who dealt with the main car park closure twice in September whilst we had a drain blockage cleared. Hopefully all is resolved now. How lucky we were with the weather being dry and having the large grass area for staff to park on allowing the full staff car park to be available for patients.

## **Diary reminders**

- Ready Steady Go classes organised in partnership with Age Concern are starting on 29.9.10
- Deaf Direct support group meets 1st Monday of month
- X-pert Diabetes course started in September for 5 wks
- Our web site [www.uptondoctors.co.uk](http://www.uptondoctors.co.uk)

## **Autocheckin System**

Just a reminder that this system is the most efficient way to checkin for your appointments and helps avoid queuing at the reception desk. To improve confidentiality at the reception desk we will shortly be introducing a courtesy stand back sign.

## **Mobile Telephone Database**

A new flu reminder service would have been available via text had we had a better database for mobile phones. Please can you update your details at reception to complete your registration data if you regularly use a mobile.

## **New Registration Rules and Confidentiality**

Proof of identity in the form of photo ID will be required for all registrations including change of address and temporary registrations. This is a new requirement and each member of a family needs to present individually. We often get requests for information in relation to results or appointment times for another family member. Whilst in all our busy lives we do understand it is frustrating to be told we cannot give you that information, data protection rules apply and we should not ever compromise confidentiality rights. Please respect the staff for protecting this right.

## **Walk a Mile for Mental Health Week**

Upton Surgery Health Walks group celebrated their 2nd anniversary recently and are supporting Walk a mile for mental health on Tuesday 12th October 2.15pm. For more details contact Gail Prasher 01684 592696. We will also have a special display in the corridor to the consulting rooms with additional information to support Mental Health Month.

## **Telephone Feedback**

In an average week we receive 460 calls a day that's 2300 a week! Peak times are between 8am and 10am each day, so if your call can be made later in the day we will be able to answer your call with even less delay. We monitor our incoming calls continuously so we can staff appropriately. We monitor dropped calls which are in the low single figures daily. Excellent telephone access features in two of the measured strengths of the practice on the national GP survey in comparison to other GP Practices in the UK.

## **Antibiotic Prescribing**

Antibiotic use is widespread with 50 million prescriptions written each year for antibiotics nationally. Antibiotics fight bacteria and not viruses like colds, flu and sore throats. The more antibiotics are used for minor conditions, the less effective they are for serious conditions. This may mean that in future, antibiotics will not work when you really need them. Most infections will get better without antibiotics. It is sensible to go to the Pharmacist first for advice as you may not need to see the Doctor, there is information on our web site under Self Help Advice. If you do see the Doctor you should not always expect a prescription.