

UPTON-UPON-SEVERN SURGERY
PATIENT NEWSLETTER JUNE 2010



The GP Patient Survey

The Department of Health is running a GP survey to access patients experiences of our surgery. The survey is sent from Ipsos Mori and includes many of the questions you kindly used to feedback to us via the in-house GPAQ touchscreen survey. The findings provide valuable information to us on what you think of the services we provide and where we can do better.

You can view our current results on www.nhs.uk, type in our post code WR8 0QL, click the right 'detailed comparison' button and all our latest results are there.

Our latest access scores are: 93% patients said they were able to get a routine appointment more than 2 days ahead; 84% said they could see a GP of their choice almost always or most of the time; 88% are satisfied with our opening times; 94% said they were able to get an appointment within 48 hours and 97% said they were very satisfied or fairly satisfied with the overall care. We monitor these results very carefully for any slight changes and try to maintain these high scores. There is a Patient Suggestion box on the confidential hatch in the doctors corridor or you can email suggestions via the 'Contact Us' link on our web site www.uptondoctors.co.uk.

Triage system for 'on the day' requests

Our systems appear to be working well and on the day requests are dealt with in a timely and appropriate manner. The dedicated integrated 'urgent care team' work from 8am to triage your calls and stream patients to the Duty Doctor or Duty Nurse sessions or advise appropriately for self care. On our web site there is a link on the front page with a brightly coloured thermometer to the new Worcestershire NHS 'Unwell? Choose Well' site to help you deal with what should be dealt with at home or with a pharmacists advice and what needs to come to a GP. As you will all have heard in the press NHS budgets are subject to vital efficiency and prioritisation measures. Reducing consultations for common ailments that a GP does not need to see will free up time to focus on the clinical management of our patients with long-term conditions.

Malvern Minor Injuries Unit

Patients with a wide range of minor injuries including cuts, grazes, wounds, sprains, minor burns and broken bones can be treated at Malvern Minor Injuries unit where there are X ray facilities. It is open 9am to 9pm, 7 days a week with X ray facilities available up to 5pm.

Single Use instruments

As a forward thinking practice we have always offered our patients a minor surgery service for lumps and bumps to be removed amongst familiar faces and surroundings.

In our ever changing health care environment it is important that standards are met to meet changing needs. As from the beginning of June all instruments used during minor surgical procedures will be single use and will be destroyed following each procedure. This will ensure we conform with best practice standards for infection control and will ensure that the service we give will continue to be a high quality one. If you have any lumps or bumps that concern you please make an appointment with a Practice Nurse or your Doctor.

Platelet function disorders

www.funnyblood.co.uk is a new website set up locally with information to support families regarding platelet function disorder. There is also a BBQ at Clive's Fruit Farm on Saturday 17th June from 12 noon. Contact ruby@funnyblood.co.uk for more info.

National Deaf Awareness Week June 28th - July 2nd

Upton Surgery in partnership with Deaf Direct are launching a Hard of Hearing support group on Thursday 1st July. Aimed at those with a hearing loss or tinnitus there are many informal groups that meet around the county and we are proud to offer this opportunity from the surgery to meet new people and access speakers on a range of interesting topics from the surgery.

There will be free coffee morning on 1st July followed by a group meeting on the first Monday of every month starting 6th September. 1030 am to 12 noon. For more information on the groups, please call Elaine Spiteri: Tel:01905 746301, Fax: 01905 746302, email elainesp-teri@deafdirect.org.uk.



MUSEUM ON THE MOVE

We are pleased to be accommodating the 'Museum on the Move' 2010 exhibition which will be visiting us on Friday 9th July 2010 and Wednesday 14th July 2010 and will be situated in the patient car park. The exhibition this year is "Remember – your memories matter", this is an interactive trip down memory lane and is an opportunity for people to discover how their brain works, how we remember things and how important souvenirs and mementos are in reminding us about those special times in our lives.

The exhibition is housed on a bus and is free to access.

Carers

Worcester Association of Carers were planning stress management courses here in June but due to lack of bookings have had to cancel. For future courses contact 01905 26500 or see www.carersworcs.org.uk. We have a table as you enter the Surgery with information for carers and the yellow card registration process.

Audiology

The service from the Surgery has been a great success and the feedback received by the Acute Trust team has been very favourable.

Managed Repeat Prescription Service

The new service commenced in May and to date 130 have signed up. If you wish to have this service please return the forms to register. Why not register for on line services at the same time? Register for Emis Access to order repeat prescription and book your appointments 7 days a week 24 hours a day. Currently 1673 patients are using the system.

Aneurysm screening

Once again we were able to offer this men's health service to our patients, 337 ultrasound screens were undertaken and the Practices Nurses undertook other health check screens and offered health promotion materials and advice.

Forthcoming Doctor changes.

Dr Gail Wetmore leaves us to go on maternity leave on Friday June 18th, and we look forward to her return in January. Dr Curtis Fasey will leave us in August and we welcome Dr Catherine Es-sen. Also at the beginning of August, Dr Christopher Hee will be starting with us for his registrar year and we are expecting a medical student placement from Warwick to commence August 31st.