

## UPTON-UPON-SEVERN SURGERY

PATIENT NEWSLETTER MARCH 2009



### **Welcome to the first newsletter of the year.**

The mini daffodils are beginning to appear on the bank above the entrance to the surgery and we hope in years to come they will be a lovely sight to welcome spring. Dr Barrell is running the London marathon this year raising funds for NSPCC sponsorship forms are available and he is very grateful to all those who have supported him to date.

### **South Worcestershire Commissioning Cluster**

On the desk in the doctors corridor are information leaflets on how you can get involved in improving hospital and community services. NHS and Social care staff are featured on the photo on the front so please have a read and learn more about the commissioning cluster we belong to. Dr Havercroft and Philippa White, the Practice Manager are leads for our cluster; Malvern, Upton and Pershore and represent all the constituent practices to design the best services for our patients, including closer to home and projects like the Case Manager project many of you have benefited from over the last year.

### **Easter Opening**

We will be closed for Easter between Friday 10th April through to Monday 13th April. We re-open on Tuesday 14th April when we will have additional late appointments available as well as the usual day time surgery schedules. We have also scheduled Saturday appointments on Saturday 4th April and 18th April to help provide additional sessions around the Public Holidays. Whilst we are closed the Out of Hours patient contact number is 0300 1233211. Patient calls to the surgery will automatically divert to the Emergency Out of Hours Service. NHS direct is available online [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or by telephoning 0845 4647.

### **What's in a name?**

Some people have asked about members of our nursing team so we hope this helps you understand the roles.

A Health Care Assistant (HCA) is a member of the Practice Nurse team who assists the nurses and doctors in the delivery of patient care by undertaking various tasks previously performed by doctors and trained nurses. They work to strict guidelines and will always refer to the Practice Nurse if they are concerned. Our HCA has undergone training for the role and also attends regular updates to maintain clinical skills. Duties include taking blood samples, recording ECGs and new patient health screening. HCA appointments are available on Tuesdays & Wednesdays.

The Phlebotomist is a member of the nursing team whose task is to take blood samples as requested by other health professionals. Phlebotomy is the collection of blood samples. Phlebotomist appointments are available from 8.30am until 12noon Monday to Friday. Appointments can be made via the internet access, by telephone or at the reception desk. Our nurses are always available to give emergency telephone help or advice and if you request this service you will be connected via switch board. However if your call is not an emergency please leave your name and contact details on the messaging service and one of the nursing team will call you back. This will not be an immediate response as the nursing staff will be attending other patients via the appointment system, unfortunately if there is no reply when they call you they cannot keep trying throughout the day so please leave a number you will be available on. 24 hour clinical advice is available from NHS direct on 0845 4647 or online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

### **Travel advice/injections**

As we are approaching the holiday season could we remind you that if you require the above please make an appointment to see a Practice Nurse preferably at least two weeks prior to departure.

## **X-Pert Patient Programme for Diabetes Care**

The second course is in progress and we hope to continue to offer this service throughout 2009.

## **Weight clinics**

Weight management clinics based at Upton Surgery are held on a one to one basis on Monday afternoons. A healthy balanced lifestyle is promoted and there are links to the Weight Watchers programme, Malvern Splash activity scheme and Upton Walkers Health walks. The clinics are for adults only and can be booked at reception.

## **Additional Extended Hours Sessions**

We will be open on Saturday mornings with some new 0800 starts on April 4th, April 18th, May 9th, May 30th, June 6th and June 20th. We have tried to add sessions where there are public holidays to boost the appointment availability for you. Early appointments will be available on Monday 6th April, Tuesday 21st April, Tuesday 12th May, Tuesday 26th May, Monday 1st June, Monday 15th June. Later evening appointments are scheduled for Tuesday 14th April, Monday 27th April, Monday 18th May, Tuesday 9th June and Tuesday 23rd June.

These appointments are only for routine pre-bookable, they are not for 'on the day' or emergency service. The reception desk is open and the new nurse clinics are a pre-bookable service by telephone. The extended hours appointments for doctors as with any other in advance consultations can be booked via the web site or by telephone between 0830 and 1830 on the usual surgery number.

## **Children with fevers**

There is information by the children's area from the PCT on what to do if your child (or grandchild) has a fever. We have printed some of these out so if you would like a copy to have at home please ask at reception.

## **Patient survey**

Thanks to all who completed the touch screen GPAQ survey again this year that we ran between October to January. GPAQ stands for General Practice Assessment Questionnaire. As this was the first since we moved we were all thrilled to find that overall satisfaction rate has increased by 4% to 92%. There are some other notable increases in scores, for example satisfaction for waiting times is up by 14%, as has satisfaction with phoning through to the practice which has also increased by 14%. The introduction of extended hours this year may have impacted on the increase in satisfaction of 7% for question 3a, satisfaction with opening times. The introduction of telephone appointments has seen a rise of 8% in satisfaction with phoning through to a doctor or nurse. Every other indicator in the survey this year showed an increase of between 2-7% in satisfaction so we will strive to maintain this standard over the next year. There is always room for improvement and we take adverse comments and events very seriously and all complaints received are discussed as a team, there is a suggestion box for people to use if more convenient in the doctors corridor by the confidential hatch.

## **Postal Boxes**

There are three post boxes located to the right of the main entrance of the surgery. They are labelled 'Doctors Surgery', 'Dentist Surgery' and 'Worcestershire PCT'. You can leave your repeat prescription request or any letters in the box marked Doctors surgery which is emptied every day the surgery is open and the contents are forwarded to the correct department.

**Finally-**Thanks to all who gave their time to give feedback on our surgery for the national patient survey. The government is set to undertake more of this type of feedback so you may be getting the questionnaires through your letter box. We get the results fed back to us via the Primary Care Trust as % and comparing us to the national and local benchmarks and will share them in the June newsletter.