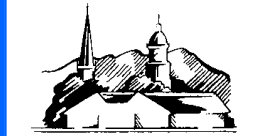


UPTON-UPON-SEVERN SURGERY
PATIENT NEWSLETTER MARCH 2010



Everybody knows somebody campaign

We would like to thank you for your generous support for our campaign, we raised a total of £10400 for the Breast unit in Worcester and we were featured with Stephen Thrush in a recent Evening News article about our efforts.

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 QPAQ 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 who are 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.

Triage system for 'on the day' requests

To improve our access we have introduced a modern triage system for patients who need urgent advice. We now have the full service in place to help deal with your queries and same day requests in a timely and appropriate manner. Since January we have provided a dedicated, integrated 'urgent care team' from 0800 to triage your calls. This is saving many unnecessary trips to the surgery everyday and there is now no need to wait to see the duty doctor when all that is required is to pick up a prescription. Some patients are seen by duty nurse in dedicated Nurse Emergency Clinics after triage and some see the Duty Doctor as before. Duty Doctor surgeries continue after the triage system which commences at 0800 giving half an hour more access to the duty doctor for on the day requests and the system allows for the most urgent to be seen first following triage or for visits that used to wait until mid day or early afternoon to be undertaken earlier according to need. Following triage some patients will still need to attend the surgery or are booked to come later in the day in the afternoon Duty Doctor slots or triage support slots. This system change began last year with the introduction of the popular book able telephone consultations. We have followed the 'Improving Access, Responding to Patients' findings from the national GP surveys and successful pilot work in other surgeries around the country to introduce this system to Upton.

Easter Opening

We are closed on Friday 2nd April and Monday 5th April. 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 or by telephoning 0845 4647. We are open again on Tuesday 6th April. The extended hours sessions have 6 extra in April and 5 in May and June including 6 Saturdays at which there are 2 GPs and 2 nurses available for routine consultations. Saturday sessions scheduled are on 10th and 24th April, 8th and 22nd May and 5th and 19th June all are book able in the normal ways including on line. To access all our on line services 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, more and more patients are signing up and saving themselves telephone calls for repeat prescriptions and appointments. Anyone who has repeat prescriptions should sign up for the online service if you have access to the web.

PCT Staff Achievement Awards.

Jo Dodd the Complex Care Team Manager at Upton Surgery was nominated for the Primary Care Trust Staff Achievement Awards, in the partnership working category. There were 9 nominations in the category and Jo was one of just four who were short listed and although she did not win overall on this occasion, we are all very proud of the service she and her team provide and the patient feedback is extremely good so we know you value her service as well.

Summary Care Record rollout

We have received information that this government initiative is being rolled out across Worcestershire from Monday 29th March. All patients registered with GPs in Worcestershire will receive a letter with information about this process, if you have queries regarding this we would ask you to refer to the websites or the NHS Care Records Service Information Line that will be included in your pack.

Dementia: The more we understand, the more we can get help.

There is a new National Dementia Awareness Campaign launching in March. You may be aware of TV and radio coverage and the campaign aims to encourage the public to find out more about dementia and the simple ways they can help someone living with it. Information packs are available from 0300 123 1914 and useful web sites are www.nhs.uk/dementia, and www.alzheimers.org.uk

Dermatology initiative

Over the next year Dr Paul Bunyan will be working with Dr Tan, a Dermatology Consultant from Worcester Acute Hospitals Trust. Every Monday morning he will support a new Practice Based Commissioning initiative to bring Consultant dermatology services closer to home with a view to offering them as a stand alone service in due course. Twice a month the sessions will be at Upton Surgery and twice or three times a month at Prospect View in Malvern.

Dr Miller

Dr Caroline Miller returns to us from her maternity leave in May. Of course this means we lose Dr Harry Thorogood who has a new post at St Catherine's Surgery in Gloucester and we all wish him well in his partnership role.

Do you live with or care for someone with a long-term condition?

Looking After Me is a self-management course for people who are caring for a relative or friend at home. The course is designed to help YOU take control and make a difference to YOUR life.



It will help you learn new skills to manage

Tiredness; Stress and Guilt; Anger; Fear and Frustration; Problem solving and how to cope and relax; Eating healthily; working with Health and Social Care Professionals and Planning for the future.

We are planning to run six-week courses at Upton Surgery on Wednesday morning and afternoon starting on 7th July 2010. If you would like to register for a course or find out more, please telephone: Annette Jaep, EPP Project Support Manager
Tel: 01527 507055 or email: annette.jaep@nhs.net