

UPTON-UPON-SEVERN SURGERY
PATIENT NEWSLETTER SEPTEMBER 2008



Welcome to our latest newsletter.

FLU Vaccinations

It's that time of year again—on October 11th and October 18th, in addition to the Saturday surgeries, the nursing team will be offering immunisations to all patients who are 65 years and over and those who suffer any chronic condition or who care for a vulnerable relative. All patients for flu vaccinations will turn right at the main doctors corridor sign and patients for Saturday surgery will turn left—signposts will be in place. Learning from last year we will have the staff car park barrier left in the open position so that on this occasion both car parks can be used by patients to ease congestion on the entrance and exit to the surgery. There are leaflets in the waiting room if you are unsure if you need a vaccination or not.

Management In Practice Awards 2008

It's the final countdown to the MiP awards 2008 with the awards ceremony taking place at the Birmingham NEC on October 8th. Information about the surgery is on the MiP website, www.managementinpractice.com and the design and facilities award aims to recognise the most innovative new build or renovation of a Primary Care Surgery. The current Autumn issue of the Management in Practice magazine has a write up about our surgery as we are down to the shortlist of the final three, it states they had many entrants in the category and that Upton Surgery was one that 'caught the judges imagination'.

Patient Feedback

Thanks to all the patients who participate in the various national surveys sent from central government. We review the results regularly as a team. The findings from the Patient Choice and Access surveys showed:

Survey Question	National results	Upton Surgery results
Satisfied with telephone access	87%	95%
Able to get appointments quickly	87%	96%
Able to advance book	77%	97%
See GP of choice	88%	97%
Discussed a choice of hospital	93%	86%

We dropped our rating on 'discussed a choice of hospital' by 12% this year which we are struggling to understand as we are the highest user in the county of the 'choose and book' system which prompts the discussion between clinician and patient around choice of hospital.

We also received feedback from a local survey in which 92.81% of the sample size gave an 'above average' rating for the medical services provided locally.

We have commenced our annual in house survey and whilst it is a challenge to find the right area in our larger multi use waiting room to set up the touch screen computer, we really hope you will take a few moments to give us your thoughts so we can compare to last year. It is particularly important as this is the first survey since the move.

We also have a suggestion box on reception and all suggestions are discussed with our Patient Participation Group and implemented if at all possible, for example the benches and additional arm rails were as a result of suggestions made to improve on site services. You can also leave envelopes marked to the Chair PPG, Ruth Wain at reception and we will pass them on unopened.

Telephone consultations and new services:

Following feedback from patients additional telephone consultation slots are being introduced so why not save yourself a journey and book a timed telephone consultation, these are particularly helpful for discussing results of tests with your doctor. In partnership with Worcestershire Acute Hospitals Trust we are pleased to offer Consultants and Specialist Nurse Rheumatology clinics at Upton Surgery from September. We also have Multiple Sclerosis specialist nurse clinics running and will be commencing a Consultant Paediatric clinic to bring services closer to home and reduce your journey times.

TCN—Out of Hours Emergency Primary Care Service

From October a new Out of Hours provider will take over from the current service. The company is called Take Care Now (TCN) Ltd and you may see their cars in the area. Their communications Centre is based in Worcester. TCN has 14 years experience of providing unscheduled care services in partnership with the NHS, with care provided in rural settings. There will be a new telephone number as from 1st October, but here at Upton Surgery we will provide seamless transfer to the service via the usual surgery number The new telephone service for patients to call from 1 October is 0300 123 3211

Stained Glass windows

A number of patients have asked about our 'Royal windows'. These were donated by Dr Everitt and Dr Wilson. Dr Wilson put the funds kindly given to him by patients on his retirement towards this lasting memory of our special day and he wished me to pass on his thanks and hopes the Royal window will be enjoyed for years to come.

Focus on The Case Manager Project

In 2007 we commenced an exciting new project to offer support and guidance to patients when experiencing a crisis due to a period of acute ill-health. The team is led by the Case Manager, Jo Dodd, who advises and coordinates appropriate treatment, support and care for any adult found to be in need. This is a local partnership working together to support our patients, with the GP's, Practice staff, Social Workers, District Nurses, Physiotherapists, Occupational Therapists, Healthcare Support Assistants, Specialist Health Care Professionals and voluntary organizations based both in the local community and in hospital. When admission to hospital is important and necessary the Case Manager can provide hospital in-reach and will follow up and monitor admissions of our patients in hospital so that early assessments of the potential requirements to support the patients back in the home following discharge can be made. During 2008 we hope to expand the team as early indications from patient feedback and clinicians indicate that it is very successful.

Dispensary Service

We continue to lobby to save the dispensary service and would like to thank you all for your support. Apparently personal letters from you to the MPs have the greatest impact. Our petition of more than 2500 signatures counts as one in the consultation so if you wish to write to ensure your voice is heard it might be a good idea. Harriett Baldwin, the prospective candidate for West Worcestershire has kindly taken a keen interest and will be visiting the surgery to help us with our cause.

Extended Hours Sessions

We will be open on Saturday mornings 0900 –1130: **October 11th, October 18th, November 8th, November 15th, December 6th.** Late evening sessions 1830 - 1930 on **Tuesdays on 7th October, 21st October, 11th November, 18th November, 25th November, 2nd December** and early appointments 0720 — 0800 on **Tuesday October 7th, Friday November 14th, Tuesday November 25th and Thursday December 11th.** As before these appointments are only for routine pre-bookable, they are not for 'on the day' or emergency service. The surgery is not open for any other service. The extended hours appointments can be booked via the web site or by telephone between 0830 and 1830 on the usual surgery number.