



UPTON-UPON-SEVERN SURGERY PATIENTS' NEWSLETTER

Issue No 1

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Newsletter

Welcome to the Upton Surgery Patients' newsletter. We are intending to produce a quarterly newsletter to keep you all informed of developments throughout the year.

New Build



The building of our new medical centre officially began with a turf cutting ceremony on Friday 26th May. Supported by our construction firm, Chase Norton, the Managing Director Alistair Lindsay and Dr George Wilson were accompanied by the strains of Nesun Dorma played by our new neighbours.

Staff from our surgery, the dental surgery and South Worcestershire PCT community nursing and therapy staff were present and the cut turf is growing in the surgery garden to be taken back to the site when we move in. The press were in attendance and local supporters from Upton joined the staff for a luncheon at the surgery afterwards. Levelling work on the site has begun and establishing the new entrance way is in process.

Partnership issues

Dr David Webster has announced that he is going to retire from the practice on August 31st 2006. David qualified as a doctor in 1964 and after hospital jobs spent 10 years working in the bush in East Africa. He joined Upton as a partner in 1978. During his years with the practice he feels the most significant change has been the computer advances. He remembers attending the Royal College for an introduction to computers and how alien it seemed at the time. The practice began using computers for prescriptions in 1995 and fully computerised consultations were established by 2003. Further advances are planned (see technology section).

Asked what he will miss most Dr Webster said

'the patients and working in such a happy surgery'
and least ...

'not being able to park and not moving into the new surgery'

He is working on a project writing his memoirs and hopes to be able to publish tales of his 10 years in Africa.

In addition Dr George Wilson has been off during the month of June as he will be working three days a week from July 2006. His days in surgery will be Tuesday, Wednesday and Friday (mornings only).

These are big changes for the practice and for our patients and whilst the personal gaps cannot be filled we are planning ahead and are in the process of appointing a new GP partner to join the team from January 2007.

We have welcomed back to the practice Dr Jan Vaughan, who will be known to many of you, to support the team.

Staff changes

We were joined in January by Philippa White in the role of Practice Development Manager and will be welcoming Ian Large as Deputy Practice Manager from July.

A new uniform will shortly be introduced for our administrative staff who have all been closely involved in the choice of different styles and colours. When introduced we hope you approve of the new professional appearance for our staff, a uniform will be essential in order to maintain our identity as 'Upton Surgery staff' in the new building with its larger staff mix and it will save our staff having to buy 'clothes for work' out of their income.

Patient survey 2005/6

We are very grateful to all who took the time to complete the patient survey during 2005 and early 2006. The information is used to gauge our strengths and weaknesses as a practice and to identify where improvements can be made. It is also used by individual doctors as part of their appraisal process and is an essential part of our contract with the Department of Health in monitoring the provision of our services to patients.

The results showed that 87% of our patients who responded were either 'completely or very satisfied' with the practice. This compares with a 79% across practices nationally. Satisfaction with doctors, nurses and reception staff were all significantly higher than the national averages. This is a real achievement for the practice that impressed the Primary Care Trust assessors who came to the practice to review the results with us.

Areas for improvement were shown to be in our patients' ability to understand and cope with their problems after consultations and to keep healthy. To help address this we are promoting the use of patient information leaflets and planning for better facilities for patients to access health information in the new building.

In response to some of the comments made by yourselves, we reviewed and improved our same day appointment system so that you are able to benefit from a timed slot to see a doctor on the day (though the doctor on call does sometimes have to attend an emergency home visit unexpectedly, or take urgent telephone call requests and we do ask for your understanding if that should occur at your appointment time).

From 2006 the government has introduced an additional survey that they will be undertaking. The information we have so far is that software will be installed on our computers that extracts random samples of patients who have accessed the surgery in the previous month or so. This data is then anonymised by a handling house and surveys are sent to patients. We have no control over this process and patients who are contacted are able to complete the questionnaire by post or on line. Non responders will apparently be contacted twice with follow up letters. The results are collated by the government and we will get to see the results too as a practice.

Technology

We are looking at new technology which may be of interest to some patients. The ideas have been a great success when introduced in other practices and we are considering patient auto check-in touch screens and Emis access with its online facilities for repeat prescription requests, appointment booking and cancellation facilities. We will keep you informed of these exciting developments as they are introduced.

Expert Patient Programme

Do you want help to manage your long term health condition?

There is an Expert Patients Programme running in Upton between 26th July—30th August 2006, 1030 - 1pm at the Baptist Church.

The course helps you to take control of your condition and make a difference to your life and is suitable for anyone who is living with a long term health problem such as arthritis, asthma, diabetes, heart disease, ME, MS and Parkinsons.

For more information call Tracey Pountney 01905 760049.