



## UPTON-UPON-SEVERN SURGERY PATIENTS' NEWSLETTER

Issue No 2

December 2006

### **Newsletter**

The Partners would like to wish all our patients a very Happy Christmas and also to say thank you for all the cards and staff appreciation you have shown us this Christmas.

### **Dr Paul Bunyan**

Dr Paul Bunyan will be commencing after Christmas as a full-time GP Partner and we are very pleased to welcome him to the practice.

Since finishing medical school in Birmingham 8 years ago Paul has been working in hospitals and general practice in Worcestershire. He has particular interests in dermatology and ENT.

### **Dr Sarah Hepple**

We also welcome Dr Hepple who is our registrar working with us until February 2008. She will be available for booking appointments after Christmas. Sarah commences part time as she is also the Senior House Officer currently in the Ear, Nose and Throat department at Worcestershire Hospital. From February 2007 she will be full time at the practice.

### **New Build**

The roof trusses are now in place on both sides of the building and the floor in place ready for the second floor building in the centre of the structure. We are still on schedule for a move next September.

Site tours were arranged in September for staff of the Surgery, Primary Care Trust and the Dental Practice where we were able to walk around the site and see the rooms and spaces we will be working in from next year.



### **Dr David Webster**

On Dr Webster's last day the staff decorated his room as a beach and dressed up in grass skirts with flower garlands and Hawaiian music to play Dr Webster out in great style. I know he has been in touch with many of you and is very appreciative of the kind thoughts and gifts he received.

### **Dr George Wilson**

Dr Wilson will be away during January and part of February and on return will be available for just two surgeries a week.

### **New uniforms**

The staff have selected their new uniforms and I hope you agree how smart they look.

### **Chip and PIN facility**

Chip and pin is now up and running and I would encourage you to make use of this new facility.

### **New online patient services**

We are delighted to announce the start of online booking services for repeat prescription ordering and routine appointments called EMIS Access.

To use the service you need to register first with the practice and then online with EMIS systems. EMIS is the patient data system that we use in the surgery.

A leaflet describing the process is available so please ask at reception. To register at the practice level we will need a form of photo identification to allocate your access ID linked to your patient records. This is then used by yourself to register and set up your individual passwords and PIN on your home computer.

Easy to follow screens and prompts ensure its simple for you to view, book or cancel appointments whatever the time of day or night. Repeat prescriptions can be ordered from home without the need for a telephone call.

All personal information contained on EMIS Access is protected using the highest standard internet security.

### **Patient survey 2006/7**

As in previous years we have commenced the patient's survey using the touch screen system. This is your chance to give us valuable feedback on our services and how we can develop them to meet your needs. We are very grateful to all of you who have taken the time over the last two months to participate. We are having a short break over Christmas but it will be back early in the New Year.

The information is used in house to develop our services and last year we introduced timed appointment slots for same day appointments in response to your concerns about long wait times at the end of surgeries for the same day emergency appointments.

We have also recently received details of the government's national patient survey which will be conducted by post and administered by central government. Posters regarding this initiative are on display in the waiting areas. The Department of Health has commissioned a survey to assess patient experiences of accessing their GP. Market research specialists Ipsos MORI are conducting the survey. Around 5 million patients will be invited to participate across the UK. Patients selected at random will receive the questionnaire in January and the information we have received indicates that reminders will be sent in February and March to people who do not return the survey. Analysis and reporting will be undertaken in April and May. There is a web site with more information including a detailed Frequently asked Questions section on [www.primarycarecontracting.nhs.uk/3.php](http://www.primarycarecontracting.nhs.uk/3.php).

### **Missed appointments**

Whilst the majority of patients let us know when they cannot attend an appointment, increasing numbers regrettably are not. Between June, July and August a total of 258 doctor appointments were booked and subsequently the person did not attend or cancel the appointment to allow us to rebook to someone else. This amounts to 42 hours and 50 minutes of doctor's time that others could well have used. The story does not end there, 198 nurse appointments in the same period were not attended, this was 32 hours and 50 minutes of nurse appointment time that was wasted.

We try our best to be as flexible as we can and offer a great number of same day appointments but with an average of 5 appointments a day not being attended or cancelled it is very hard for us to satisfy the demand. We can always use a cancelled appointment for a same day appointment as long as we get at least an hours notice and it helps to reduce waits when there is high demand.

Regrettably we have had to introduce measures and monitor those who do not attend on more than one occasion. The online facility Emis access allows you to book and cancel forward appointments so this is another way you can help us to have enough appointments available for everyone who needs one.

### **Health Care Assistant**

We are pleased to be able to offer appointments for blood tests, ECGs and Health Promotion with our new qualified Health Care Assistant, Kathleen Bayliss. Kath is now working with the Practice Nursing team.

All appointments for routine bloods should only be made with the phlebotomists or the Health Care Assistant and our nursing staff will be able to offer more appointments for chronic disease management going forward into 2007.

### **Flu Jabs**

This year we have plenty of flu jabs available so anyone wishing to protect themselves against flu please make an appointment with the nurses after Christmas.

### **Out of Hours Calls**

The surgery will be closed from 6.30 p.m. on 22 December until 8.30 a.m. on 27 December.

If you require urgent health advice over the Christmas period please telephone

**0845 6090669**

NHS Direct can also provide medical advice 24 hours a day. The NHS Direct telephone number is -

**0845 4647**

### **Free to a good home**

Mobile Scooter Elva Model Batteries included contact 01684 592024