

Patient Newsletter

Station View
Health Centre

Staff

The Partners are pleased to announce that a new Advanced Nurse Practitioner, Joan Thompson joined the team at Station View during March 2014.



Issue 9—April
Spring 2014

Dr Parbinder Sahota left the practice by mutual agreement on Friday 14th March 2014.

The Partners are actively recruiting a new partner and we will keep patients informed of developments here.

Dr Laura Spencer will now be away from the practice on maternity leave until the beginning of 2015.

Dr Charles van der Westhuizen will be working Mondays, Wednesday and Fridays from 2nd April providing long term locum support.

Special points of interest:

- *Staff*
- *Equipment*
- *Health Schemes*
- *Patient Survey 2013–2014*
- *Blood Tests*
- *Repeat Prescriptions*

Equipment

Several weeks ago we found that two of our incoming telephone lines were not working. On pursuing this problem with BT, they then found that another two lines were also not working. This will have severely disrupted the telephone service to the practice and our patients and we sincerely apologise to patients for any inconvenience caused over recent weeks.



New Health Schemes

The Practice is participating in two new national schemes. For more information on what this might mean for you please see the attached leaflet.

Patient Survey 2013—2014

We thank all patients who participated in the recent survey of patient views of the services provided by the practice. The surveys have been analysed and our thanks go to Dr Colin Newman who very kindly tabulated all the results and produced a very detailed report that is available for inspection at Reception.

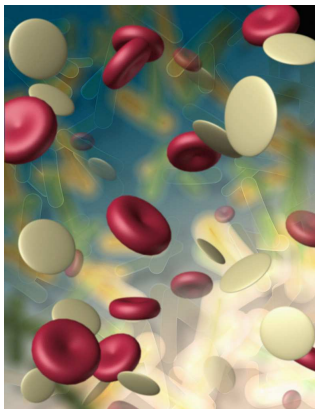
In response to the report, we have prepared the Action Plan detailed on one of the following pages, but a **FULL** copy of the report is available for inspection from Reception.

Blood tests

Patients are reminded that appointments for blood tests can be booked in advance **AT THE HEALTH CENTRE IN HILL STREET, TELEPHONE NUMBER 01455 441885.**

Appointments at the surgery are now only released after 9am **ON THE DAY.** They can be booked over the telephone or by attendance in person for later that morning (subject to availability). Only fasting blood tests can be booked in advance at the surgery.

Patients should note that the receptionists work strictly to the instructions of the doctors and they cannot vary this system for booking blood tests. A further explanatory leaflet is available from reception.



Repeat Prescriptions

We regret that we are no longer able to take verbal requests for repeat medications over the counter.



To support our patients through this change, we have introduced a written request form which is available at the reception counter. The change was necessary as we become a GP training practice and are unable to take verbal requests for medication (both over the telephone and face to face) as it is not recognised best practice. Also, it is most important that patients are fully responsible for the re-ordering of their own medication.

Please note that in consequence of this change, the prescription line was closed at the end of August 2013, after the on-line ordering of repeat prescriptions service had been restored. If you require further information please ask at Reception.



Station View Health Centre

New Healthcare Schemes

The practice is participating in two new national schemes starting in April 2014. These are known as 'Directed Enhanced Services'.

One relates to 'Pro-Active Case Management' and the other to 'Avoiding Unplanned Admissions.' The purpose of these national schemes is to help enhance the care provided to patients by the GPs and to reduce the number of unplanned admissions to hospital.

The team at Station View has been working on key areas associated with these initiatives and would advise patients of progress as follows.

1. Working towards a named doctor for all registered patient aged 75 and over.

The practice has decided to allocate a named doctor to patients over the age of 75 on the basis of the locality where they live (So that optimum use of doctor time is achieved for these schemes). This will enable the doctors to focus on individual care. Patients residing in nursing and residential homes will be allocated to the doctor(s) who normally provide support to the care home. Staff will now produce lists of patients by local area in the practice for review by the doctors.

2. A direct and dedicated phone number for other clinicians e.g. A&E clinicians, Ambulance Service, Nursing and Residential Homes, to access a GP.

A dedicated landline telephone number for clinicians and other providers has already been identified and allocated.

3. Identifying two per cent of our adult registered list who may be considered vulnerable in anticipation of the Avoiding Unplanned Admissions and Pro Active Case Management Directed Enhanced Services.

As the 'risk tool' is not available, the palliative care, proactive care and end of life care registers will be reviewed by the clinicians to identify patients vulnerable to admission to hospital particularly those with complex long term conditions and recent exacerbations of problems. The Learning Disability register will also be included in this audit. Staff will produce lists for review by the GPs. The names of any vulnerable patients identified during the normal course of work should be referred to our care co-ordinator.

4. Agreeing the second question for the 'Friends And Family' Test.

After some lengthy discussions, and further revision it is proposed that the second question is: 'Are you aware that you can register for on-line services with the practice including booking of appointments and ordering of repeat prescriptions?'

Station View Health Centre

2013/14 Patient Survey Action Plan

Issue	Action	When: Q1 – Q4	Status
Difficulty booking appointments	Install extra workstation & telephone extension	Q1	In progress
	Plans for brand new telephone system	Q3 - 4	Awaiting funding
More appointments needed	Recruit additional Advanced Nurse Practitioner	Q1	Already achieved
On-line appointment booking	Review on-line appointment booking. Consider releasing more appointments, including book on day.	Q2 - 3	In action plan
Some patients perceive GPs do not listen enough	Change skill mix of clinical team to respond to this	Q1 – 2	In progress
Privacy in the waiting room	Review queuing system. Revise counter set-up. Explain (through leaflets) that poor design of waiting area compromises privacy. Create new interview room.	Q2 - 4	In action plan
Phlebotomy appointments	Emphasise availability of pre-booked appointments at Health Centre, Hill Street. Provide explanatory leaflet to patients.	Q1 - 2	In progress
Prescription ordering	Make information leaflets available to patients	Q1 - 2	Already achieved
Not sure which days Doctors work	Advertise the days when individual doctors are in the surgery both in the waiting room and on the website	Q1	Already achieved

Q1 = April to June 2014

Q2 = July to September 2014

Q3 = October to December 2014

Q4 = January to March 2015