

Patient Newsletter

Station View
Health Centre

Practice Staff

Advanced Nurse Practitioner

The Partners are delighted to announce that a new full-time Advanced Nurse Practitioner will be starting at the practice in May.

Cindy Keegan, who has a lot of experience in primary care, will be seeing patients with a wide range of minor illnesses providing valuable extra appointment capacity across the week.



Salaried Doctor

The Partners are also delighted to announce that Dr Laura Spencer will be joining the practice as a salaried GP in two months time. Dr Spencer knows Leicestershire well and is very keen to join the clinical team at Station View. As with all the doctors at the practice, any patient will be able to book an appointment with Dr Spencer.



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Special points of interest:

- *New Staff*
- *Book Appointment On-Line*
- *PPG*
- *We need your help!*

Booking of Appointments On-Line

More patients are signing up for this service. Have you? It will enable you to book an appointment with the doctor from the comfort of your own computer screen.

Get an application form from reception!



Patient Participation Annual Report

The practice has been working with the Patient Participation Group this year on a number of issues. Recently, we issued a Patient Questionnaire to obtain our patients views on the services the practice provides. The results were kindly collated by members of the PPG and we have produced a Practice Action Plan which is detailed below.

- To Promote the use of the Website for On-line booking of appointments including the benefit of access to more book-in-advance appointments.
- To pursue & persevere with the pilot scheme for on-line ordering of repeat prescriptions.
- Once the on-line ordering of repeat prescriptions scheme is resilient and established, convert the use of the prescriptions telephone line to enable patients to book non-urgent appointments. This will require publicity on the practice website and in the Waiting Room.
- Appoint a new Advanced Nurse Practitioner with increased appointment capacity.
- Appoint a new salaried GP with increased appointment capacity.
- The practice is actively considering new ways of patients accessing face to face appointments in the practice.
- Open the Health Promotion Room for patients to have access to self-care information, leaflets on health conditions and access to a self-check blood pressure machine.
- To work with the West Leicestershire Clinical Commissioning Group to review and enhance telephone access in the coming year.

A full copy of the complete report is available for inspection from reception or can be viewed on our practice website www.stationviewhealthcentre.co.uk



We need your help!

We are setting up a 'virtual' Patient Reference Panel to seek the views of our patients on the services we provide. Contact will usually be by e-mail and we will generally ask patients to complete a short questionnaire no more than 2/3 times a year.

We are particularly short of patients in the 14-20 age group and those in their 20s and 30s. If you would like to contribute your views, please ask for a form from reception

Are you aged 14-20
years or 20-30 years?
We need your help!

