

Patient Newsletter

Glad News!

Dr Claire Wilson has joined us to replace Dr Spencer in May 2017. Dr Wilson has already settled into the practice, and joins us from North Nottingham where she was a partner in another practice before her husband's work forced a location change.

We are sure that you will join us in warmly welcoming Dr Wilson to the team at Station View, if you have not seen her already

ANP Lorraine Floyd-Andrew will be joining us in September to replace Rubby, and will be warmly welcomed to increase the appointments on offer..

GP Registrars, both Drs Raniah Eisa & Dr Carlene Luo, have both now qualified and completed their GP training, so will no longer be with us here at Station View. We wish them both well in the future, with thanks for all the patients they have seen in their time with us.

GP Registrars DR Sana Khan & Dr Nichola Cairns, will both be with us for the next 4 month rotation, as they progress through their own GP training.

Sad News!

ANP Rubby Legbedze has resigned from the practice to return to school to further her education.

Fluathon

The practice's annual '**fluathon**' **will be held on Saturday September 23rd**, please note this date in your diary if you usually have a flu injection. We are trialling running many more weekday appointments this year, to ease congestion in the car park, and once again would ask you to support us by having your injection here at the Surgery.

Patients will be reminded of this by text/letter and phone calls but please call and book as soon as you are ready.

We also have daily appointments/evening appointments for anyone that can't make the Saturday.

Friends & Family

Despite increasing scores on the friends and family results seen (the patient survey at the time of an appointment) we are still seeing a decline in the practice annual survey, sent to a random selection of patients that could have used/or not used the practice.

This details that you are still struggling to get through on the phone to us, so this is where we are targeting our actions. We have new telephone data that advises us when a patient is waiting on the phone and for how long and these scores are generally improving.

We are in discussions with getting more phone lines into the building (and the costs involved) as presently we are limited to 6 phone lines, so only 6 patients can get through at any one time.

We are also **considering booking ANP appointments (minor on the day ailments) 'on line'** – to free up phone access for others, and would welcome your thoughts on this?

PPG,

Our PPG meetings gained momentum this year, where we had Dr Bhatti complete a session on Diabetes care & Dr Howes complete a whole evening on Dementia Care to all participants, which proved to be a great success.

Do keep an eye out for future events, and please consider being involved in the PPG, as your opinions on how anything in the health centre can be changed and improved are always valued.

Partnership and Practice Management

Dr Rachel Reid is Managing Partner of the practice.

Judith Goldsworthy, Practice Manager, reports to the partners and is responsible for the day to day management of the practice. Julie Hudson, Patient services Manager, will continue to oversee the suggestions and complaints brought to our practice.

All can be contacted on the main practice number 01455 635362.