

Patient Newsletter

Glad News!

Dr Amina Willems has joined us to replace Dr Bhatti this month. Dr Willems is settled into the practice, and joins us from Coventry where she trained as a GP.

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

Nurse Sonia Grainger has also joined us this week, and will bring lots of experience to our nursing team.

GP Registrars Dr Anna Williams & Dr Mihaela Nistor, are both with us for the next month rotation, and will return to us in their final years GP training in a years' time.

We will also welcome GP registrars, Dr Saima Ali & Dr Rohit Narayan, for the second year part of their rotation from April through to July.

Sad News!

Dr Bhatti, has left the practice after extending his own family and wanting to practice nearer to home, so has re-located to a Birmingham practice. He will be sadly missed (especially by diabetic patients)

Nurse Grace Ward, is leaving us to return to the excitement of a hospital based role, and will be much missed, but we wish her very well in her future role.

Fluathon

This went really well again last year, and I am pleased to see we hit our targets. We would ask all patients to keep a watch on this year's flu schedule, and support your practice by having your flu jab here at Station View (at the practice not at a pharmacy) as this funding really does go to support the other activities we provide as a practice.

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,

Patient Participation Groups (PPGs) are a route for patients to advise and inform the Practice on what matters most to patients, and help identify solutions to problems. Members of PPGs think about the wider patient interest and not just their own personal concerns.

Your PPG Co Chairs are Frances Knight and Katherine Brown. They can be contacted at chair.stationviewppg@gmail.com

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.