It’s been a difficult year at Station View with both the sudden and unexpected loss of our dear colleague and doctor but also with the long term sickness of our GP partner Dr Johnson. We thank all patients for bearing with us through this difficult time.

Unfortunately Dr Johnson having been off now for 12 months, and her health still not allowing her to return to Station View, will now be retiring from the practice. We (and her patients) will be so sad to lose her after such a long time, and we wish her well for the future.

We do know that our other doctors and all our patients are suffering the effects of fewer doctors in the practice over the last 12 months, so this decision whilst sad and unavoidable, will now at least allow us to recruit again.

We have managed to recruit Dr Nichola Cairns, who some patients may remember as a GP registrar here previously, and she will be available for appointments Monday and Tuesdays & Fridays initially.

We have also recruited Dr Becky Hancock, who will initially be available from September probably Wednesday and Fridays, so both these new doctors should now make it much easier to get an appointment at Station View.

We are sure that you will join us in warmly welcoming both new to the team at Station View, and apologies to any patients who were hoping for another Male GP, but unfortunately male GPs are in short supply, and we would rather go for the best candidate for the role.

Advanced Nurse Practitioner, Kate Kaminskas, is sadly leaving us to work nearer to her home, and we are trying to recruit a further Advanced nurse practitioner to pair up with Nurse Lidia, so that we have many more valuable ANP appointments available, to see the majority of minor illness and minor injuries.

GP Registrars Dr Martin Guichard-Wheatley & Dr Vashisht Ramlogan will also join us this week for the current rotation of 4 months

We have also welcomed back, and are thankful for the good health of Nurse Helen, who many will know was off for six months of the year. We know this lead to disappointment and difficulty in our ability to deliver timely smear testing. We are pleased to say that we also now have Nurse Anna trained and available for appointments also. To improve our services for our patients further these appointments will now also be available before and after work, we hope this will mop up and outstanding patients and allow others to not have to take additional time from work.

We are also enhancing our team further by employing a pharmacist in collaboration with local practices, who will be available from September for all patients who have any issues with their medications, or need an annual medication review.

**Friends & Family Patient feedback.**

Despite increasing scores on the friends and family scores, our patient survey has once again proven to be disappointing, and we would both like to reiterate that we do listen to your feedback, and make changes that are possible on the back of these comments. We always welcome further comments for suggestions to help us offer a better service for our patients (within the constraints of the limited NHS funding).

**You said – we did:**

**Telephones**, You advised it’s very difficult to get through on the phone to book an appointment so the following actions have been taken;

* We have changed Telephone Company, meaning that your call will go into a queuing system, after feedback from patients that they were annoyed with the engaged phone and having to constantly re-dial. This will however only give 12 lines so please be aware that should all our patients try and call at the same time, you will still struggle to get through.
* We have also after feedback, changed policy so our appointments can now be booked at 8 a.m. on the phone, but our doors will not open until 8.20 a.m. This is to free up all reception staff to be on the phones for the first 20 minutes to handle the majority of calls and also to discourage queuing as most patents felt this gave an unfair advantage, to those who were able to get here.
* We have made all our appointments available for minor illness/injuries with the ANP available to book on line from 7 a.m. on the day, so this will alleviate phone calls coming via reception phones and free up the phone lines for patients who need a GP.
* We have trained all our staff in ‘active signposting’ so they will after asking you a few questions, to enable them to direct you to the best clinician to deal with your issue, allowing better access for all when required.
* We have started extended hours working so will be offering 6 hours’ worth of appointments (per week) with our nursing and GP team, to offer alternative appointments for Patients who may work or struggle to attend for routine issues during usual hours.
* We also now have chronic review (Asthma/Diabetes etc.) appointments available to book on line, so don’t use the phone system to book these in busy periods. These appointments are readily available, so can be booked when our phone lines are quieter after the morning rush. Please also don’t wait for a letter to be invited, please book your usual review in the month of your birthday. If we can spend less administration time by avoiding sending these invites out to each patient, this time will go to improving patient services in other areas.
* Finally blood appointments are also now available to book ‘on line’, and these will usually be available for many weeks in advance. This should also free up our telephone system.

**On line access** – We were rated in the survey as our on line access as being difficult to understand, but please be aware that Jules and her team are happy to assist, if anyone is having any issues.

Ideally if we can use all these suggestions to make a difference, we would then like to start to have more pre-bookable appointments available in the future, and less of an ‘on the day service’, so that patients are not faced with trying to call us day after day.

You have all intimated (in the survey) that this is what you prefer, but we obviously have to balance that with our current demands of often up to 200 appointments being booked and expecting to see a clinician the same day.

This will be looked at gradually, but will inevitably mean that whilst you would secure a booking for a GP appointment, for all but the most urgent cases this appointment may well be 3 to 4 weeks in the future, so we would be keen to see how our patients feel about that.

We would also need to encourage better attendance, and insist on cancellations timely if any patients are not able to attend their appointment, as we previously had a Did Not Attend rate of up to 10 per day. (Although we still see at least 3 per day, often many booked the same morning).

We would also need to encourage all patients to consider self-care first, make use of the self-care leaflets on our website, consider what we can and cannot prescribe for under the new guidance, and utilise the local chemist before booking an appointment.

**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.