

# Patient Newsletter



Station View  
Health Centre

## Staff

The partners are delighted to welcome a new Doctor, Dr Ralph Mitchell to the surgery. Dr Mitchell has recently qualified after training in the Coventry area with a speciality in musculoskeletal conditions. Dr Mitchell joined us in August, so will have already met many of you, and has been a very welcome addition to our team. We have also welcomed returning GP registrar, Dr Rania Eisa, who will be with us for the next year or so on her final year of GP training.



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### Special points of interest:

- Staff
- Equipment
- Text Service
- Friends & Family Test
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- Premises

We unfortunately also had two nurses leave us in the summer, Sister Lesley Taylor went off to specialise in her area of interest, and Sister Nicola Stapleton still returns to work with us occasionally, as works in a more flexible locum position. We are however also delighted to recruit Grace Ward, who joins us from the community hospitals, and is currently also studying for a degree in practice nursing., and Trish Smith an HCA with a great knowledge of phlebotomy.



## Equipment

The new check in screen has not had the impact that we would have liked in reducing the queues we would have liked to see. Full instructions on how to work this piece of equipment have been attached to the side, and if anyone does need any further guidance please do ask. Our ideal would be that all patients check themselves in, so they can leave the reception counter clearer for patient enquiries.



A new phone system was introduced in April, and whilst we cannot alleviate the 8.00 am rush for appointments, do hope that this has resolved the phone issues for the remainder of the day. This equipment does come with added information, so we now have statistics on how many times a patient called and length of time they were waiting, so we can adjust our staffing levels as far as we are able.



## Text Service

We have introduced a new text service, which offers appointment reminders, the ability to cancel an appointment, and the ability for us to contact you regarding future events/test results etc. If you have not already signed up for this service, please let reception know your mobile number to be added to the list.

## Friends and Family Test

We have now introduced the friends and family test via our text service, so if you have had a pre-booked appointment, and we have your mobile number, you will be asked to answer a simple question and rate the service provided. We will then use this information to see how we can improve our services further.

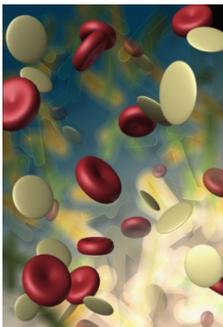
## Blood tests

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

Our limited appointments continue to be released for up to one week in advance. These can be booked over the telephone or in person (subject to availability).

An explanatory leaflet is available from reception.

Patients should note that the receptionists work strictly to the instructions of the doctors and they cannot vary this system for booking blood tests.



## Appointments

As you know it is becoming increasingly difficult to get an appointment when required. To aid this there have been a few local measures. One is Pharmacy First, where we would encourage patients with many minor ailments and conditions; cough/cold/sore throat/fever/earache etc, (see information leaflet in the practice/local press for full details), to approach the pharmacist before making an appointment, as Doctors' appointments aren't always necessary. The other is Boots the chemist are offering a local sore throat service, where again they can prescribe the same medication as your Doctor. Hopefully if these alternatives are considered, we will then have enough appointments for our more serious cases.

"If you feel that you need to see a GP today, we will ensure that you are able to discuss your concerns with a clinician today"

## Premises



We are constantly experimenting with the waiting room and how we can make things better for our patients. The recent move in chairs was to create an environment that aided privacy by not having patients 'looking' at the desk when other patients are discussing their issues. Please be aware however that you may at any time ask to use our new privacy room, if you wish to discuss anything in greater confidence.

We do however realise that this has been an issue with the patient call system, so have adjusted again, to have the chairs with their backs to reception, facing the wall boards, and still ideally create a one way system where the 'check in screen' is accessed before the reception desk.

We do welcome feedback if you think this could be improved further.

