

CHEW MAGNA SURGERY

Patient newsletter 2nd edition

Review of the Patient Survey 2006/7 Changes to the appointment system

At the second Patient Group meeting in February we shared the results from the Autumn 2006 Patient survey. Many of you may have seen and commented on the colorful display in reception of quotes from the survey some good and bad, all of which have been beneficial in developing patient services.

The practice is assessed against a national benchmark, in areas including patient satisfaction with receptionists, waiting times, phoning the practice and practice opening times. We are very pleased to report that the overall results were very positive with the practice achieving high standards in a majority of areas. Patients expressed opinion relating to subjects including.

- Opening times
- Phoning the practice

Primary Care Trust directives state that the practice at this time can not offer an out of hours service.

However as a practice we can strive to make improvements with a more flexible, accessible service.

Finding a system that will suit a majority of the patients will be the greatest challenge and could take time.

We recognised that phoning the surgery can be difficult and frustrating in the mornings.

Comments from the Patient survey confirmed this.

As a practice we sought to address this, by changing the previous appointment system.

From Monday 5th March we adapted the way we work to respond to patients requests....

Offering more choice & access to pre-booked appointments, available up to 6 weeks in advance.

Enhanced telephone consultations and on day appointments, developed with emergencies and acute patient needs in mind.

To enable us to respond to your needs and change the way in which we work, we have asked That patients...Telephone or attend reception for future appointments after 10.30am.

Phone or call in for test results after 1pm

What does this mean for me?

Enhanced access to a GP of choice for ongoing conditions, and a prompt response direct from a GP for on day emergencies. A full evaluation of the new system will take place in the Autumn following the results of the '07 patient survey.

We also regularly review suggestions and feedback left in reception. Once the full evaluation has taken place the practice will decide on the patients preferred appointment system.

This may mean reverting back to the previous system. Initial feedback indicates that working Patients and those with acute needs are very satisfied with the new service. There has been a small minority of patients with school age children or without easy access to a phone who are finding the system more complex and have indicated that they feel it may be a waste of GPs time.

NEWS...NEWS....NEWS.....In response to patients suggestions we are pleased to now offer new baby changing facilities at the practice.



CHEW MAGNA DISPENSARY

Chew Magna Surgery is fortunate being a dispensing practice, this means that we can provide most medication that is needed, on site after you have seen the GP.

As a practice with just under 9100 patients we pride ourselves on the level of service offered to patients, providing a turn around time of two working days for repeat medication.

The dispensary has 8 Part time members of staff and at busy times can process up to 12,000 prescription items a month. The Practice is continuously looking to develop patient services in dispensing.

We would like to hear any suggestions you may have relating to our services not only in dispensary, across the practice. Please note any suggestions and place them in the suggestions box at the front desk..

Telephone prescription service. Unlike many practices Chew Magna has decided to keep its dedicated phone line service between 10am-12noon, this is a service that has been appreciated by many patients over the years. It is important that calls are handled by an experienced Dispenser. This is why we will not accept medication requests on the main reception telephone number.

Prescription delivery service

Prescriptions are delivered by volunteers to Winford, Felton and Bishop Sutton Post Offices weekly. A delivery to elderly residents also takes place in Pensford weekly.

This service is currently available to:-

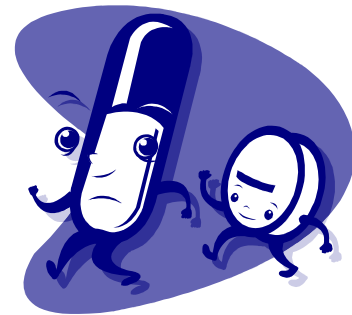
- Patients who do not pay for their medication
- Patients with a pre-paid certificate.

Blagdon and Chew Magna Post Offices have also expressed an interest in setting up this service for patients to be able to collect their medication.

Patients who are interested in their medication being taken to a Post Office of choice, or who would like to be considered for the home delivery service should advise Reception. They will be contacted once the scheme becomes live.

From the Autumn the Practice will be piloting a home delivery prescription service. The delivery service will be available to patients who are elderly, housebound or whom express difficulty in collecting their prescriptions.

Patients who receive the delivery service must either be exempt from prescription charges or be in receipt of a pre-payment certificate. Please register at reception if you are interested in this method of receiving prescriptions.



STAFF VACANCY

PREScription DELIVERY SERVICE

PART TIME DELIVERY DRIVER

The practice will be running a pilot prescription delivery service from the Autumn and is seeking applicants for this position.

Candidates must have a full clean drivers license and access to their own vehicle.

For further details please ask at Reception for an information pack. The closing date for this post has been extended until

22nd August '07

CHEW MAGNA SURGERY

01275 332420

Dispensing Patients—New services for you

Ordering your prescription

NEW SERVICES

It is important to us that you are given a choice when it comes to ordering and collecting your medication

In Person at Reception

At the time of collecting your medication, leave the re-ordering slip at reception. Your medication will be dispensed automatically for you to collect in 4 weeks. The receptionist will give you a dated slip to remind you when your medication will be ready (if a 4 weekly prescription). We also hold a form for you to complete if you have lost your medication request slip.

Online Services

EMIS ACCESS EMIS is the medical computer system we use.



Patients can now register with us to access their medication request online. A secure link from the Practice web site is now available. Ask at reception to register for this option. You will be sent a unique pin number. At the time of receiving your pin number, instructions on how to register online will be given.

Alternatively you are still able to email prescriptions@gp-L81072.nhs.uk

Please include name, address, date of birth and details of the medication requested on any correspondence. We cannot accept any request for appointments via this email address.

Telephone 10am—12 only Tel: 01275 334119 (Service aimed for elderly or emergencies medication)

You can still fax your order on 01275 331355, including all the details as requested via email.

PATIENT SERVICES

We regularly write to patients asking you to come in for review appointments with either a Nurse or GP for conditions including Diabetes, Asthma and Heart Disease. It is important that you try to attend to enable us to offer you the best care and education possible regarding your condition. We also send reminders for Cervical Smear Tests and Mammograms. Anne the Practice Health Care Assistant has written the following article to share with Patients.

Earlier diagnosis and better treatment have led to a 24% fall in breast cancer mortality rates since 1989.

Breast cancer accounts for 1 in 3 of female cancers

“Any female over 50 in the Chew

valley will have recently been invited for a mammogram at Tower Hill Clinic. If you decide not to keep your appointment please read on. I have recently found out that I have D.C.I.S—Ductal Carcinoma in Situ. This is the very early stages of Breast Cancer and can ONLY be detected by a Mammogram as it is located in the duct of the breast. There is no lump to feel at this stage. Therefore I urge anyone who has not been for their Mammogram for whatever reason to please reconsider and make arrangements for a Mammogram. The consequences of not going may be life threatening”



THE PRACTICE HAS A WEB SITE

Please visit

WWW.CHEWSURGERY.CO.UK

The Practice is delighted to announce that we now have a web site. The site aims to inform new and existing patients of the range of services available at the practice, including on line repeat medication requests and booking or cancelling appointments. The web site provides links to useful health related web sites and community information. Suggestions and feedback of the site are welcomed and we shall be adding more detailed information to the web site on a regular basis. The practice would like to say a special thank you to Carole Moule for providing the stunning photography



used on the web site. Carole regularly displays artwork in

Chew Magna Surgery

Tel: 01275 332420

the reception at Chew Magna which is sold to raise money for local charities.

Other Practice news

Healthy Living Clinics

Patient Participation Group



The practice has been aiming to establish a Patient Participation Group, to work alongside Parish Councils and Patients who may be interested in working closely with us on developing service

improvements. At the most recent meeting in late July, a presentation was delivered by Julia Griffith, Assistant Director of Primary Care B&NES PCT. The group were briefed on the Out of Hours Pilot that has been running since June. Full details of the Out of Hours pilot including a map of where the service is being run from currently is available through the web site. The map for the location of the Out of Hours Service is on display in reception and copies of the pilot briefing notes are also available at request from the Practice Manager or through the Parish Council. The Practice is seeking a Chair person and Secretary for this group. Anyone who is interested in becoming a regular member of this working group should get in touch.

The nursing team in Partnership with other agencies will be providing Healthy Living Clinics for patients to attend from September '07. The clinics will provide an opportunity for patients to meet informally in a community setting and work together on developing healthy living plans. Support offered can include weight loss and giving up smoking. There are also plans to provide guest speakers on relevant and informative topics including Diabetes, asthma and dietary advice. Please ask a member of the nursing team for further information.

VOLUNTEERS NEEDED

Have you got some spare time on a regular basis to be a volunteer in a newly formed 'Community Parent Scheme' within the Chew Valley? our aim is to provide and give practical support in the home for families who are finding it difficult to cope. If so please contact Viv Hollis Health Visitor for the Chew Valley on 01275 472546 to get more information.

Thank you !" Please look out for an article in September's Mendip Times and Chew Valley Gazette featuring volunteers of this scheme.

CHEW MAGNA SURGERY

MADAMS PADDOCK

CHEW MAGNA

BRISTOL

BS40 8PP

TEL: 01275 332420

OUT OF HOURS:

01980 626226

Please forward any comments or suggestions for the next newsletter to

Diane Dawson Practice Manger