

Preston Park Surgery

Newsletter April 2017

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What's New?

There have been some changes at the Surgery in recent months. As many of you will know, Dr Supple retired in 2016 and this was a time of transition both for the Practice and some of our patients. We have now recruited a new GP and are delighted to welcome Dr Brian Flynn to the Practice. Dr Brian Flynn is working 3 days per week. Dr Ben Whitt will be joining us from 1st May.

We had some vacancies in our nursing team which we have now filled. We welcome Sarane Brennan, Practice Nurse and Heather Collins, Healthcare Assistant.

In the autumn we took the difficult decision to close our list to new patients as we felt that we could not safely look after an increased number of patients. We are now taking on new patients again and can register anyone living within our Practice area.

Patient Participation

We have a well-established Patient Participation Group (PPG) here at the Practice and are always happy to accept new members. If you can spare an evening every couple of months to come to a meeting we would love to see you. You can leave your name and email address at reception and you will be added to the mailing list.

We will soon be launching a Virtual Patient Group in addition to the existing group. This means you will be able to sign up to receive news and information from the PPG without making the commitment to attend meetings. We will also use surveys to ask your opinion about information and services in the Practice. Please keep an eye on our website and in the waiting room for more information.

The PPG have very successfully run events for patients including a talk by a local A&E consultant and an event in Preston Park focused on healthy living.

Following a recent successful bid for some community funding, we are planning to increase awareness of the PPG and let you know how you can get involved with the Practice and the local health community.

Changes to the way we make your appointments

Over the coming months we are going to be making some changes to the way we work. This may include a wider range of healthcare professionals such as Pharmacists. We want to make sure you are directed to the person who is best able to help you when you call. In order to make this happen, our reception staff will be asking for a brief idea of the problem when you call to book an appointment or telephone call. This is in no way meant to be intrusive but will help them make sure you are seen or contacted by the most appropriate person. For example, if you need an extension of your sick note, you may not need to see the Doctor. We hope that this will free up appointment slots for Doctors who can then see patients more appropriately.

We would like to congratulate our Nurse, Ruth, who has recently celebrated 30 years working in the Practice – thank you Ruth!

Missed Appointments

We have been auditing the number of appointments that are made and not kept. We do understand that there are sometimes exceptional circumstances when you cannot keep your appointment. Cancelling your appointment if you no longer need it means we can offer it to someone else. A large number of missed appointments are booked on the day, so people called in during the morning, were given an appointment for later that day but did not attend and did not cancel the appointment. On the day demand can be especially difficult for us to manage, especially during busy periods so cancelling your appointment will make it easier for other people to be seen when they need to.

During February 2017

129 pre booked appointments were missed – this represents 21.5 hours of wasted Doctor or Nurse time that could have been used to see other patients.

If you can make sure we have an up to date mobile number you will receive a text reminder the day before your appointment. Signing up for our online services will mean you can cancel at any time.

Online Services

You can register to use online services which will allow you to book, cancel and view your appointments at any time. You can also order regular medication. Bring 1 form of photo ID and 1 proof of address to the reception desk and the Receptionist will get you registered for online service.

Electronic Prescribing – Let us know which pharmacy you use and we can arrange for your prescription to go direct to the chemist as soon as it is ready so that you don't have to come here first to collect it – ask at reception for details or ask your pharmacy to sign you up.

If you would like to leave a comment or review about any of the Doctors or the Practice, you can do so on the NHS Choices website at www.nhs.uk or on iwantgreatcare at www.iwantgreatcare.org – these sights allow you to leave anonymous reviews.

If you have any concerns or complaints, it is much easier for us to address them if you can contact us directly.