

### Special Interest Articles:

- Practice premises receive Compulsory Purchase Orders.
- Annual Patient Questionnaire completed and report available online.
- Local Clinical Commissioning Groups are now involved in commissioning NHS services.

**NURSE PRACTITIONER – CAROLINE MACDONALD retires after 24years service at St. Clements Practice.**

**We know that many patients are saddened to know that Caroline is retiring on 5<sup>th</sup> April 2013. However, after many years dedication to the practice and its patients, we know you will join us in wishing Caroline a long and happy retirement spent with her husband and family.**

**PATIENTS FORUM St. Clements practice has a long established Patients Forum which meets 3-4 times per year. Please speak to the Receptionist if you would like to be included in the membership.**



## New Practice Premises

Following our last Patient Newsletter, Winchester City Council has been successful in its application to award Compulsory Purchase Orders on premises within their city centre redevelopment area. The Practice has also

continued to progress through the approval processes of its local Primary Care Trust (now called Local Area Team) for the development of new surgery premises in preparation for the demolition of the

existing premises.

We are all looking forward to being able to provide quality medical services from modern, fit for purposes new premises in the not too distant future.

## Annual Patient Questionnaire and the Expansion of the Nurse Practitioner role

Thank you to all patients who took the time to complete our annual patient questionnaire for 2012/13, either online or on paper copies available at the practice premises. The responses are helpful to us in monitoring how we are doing in delivering a high quality and responsive service to our patients.

The report is available on our practice website at [www.stclementspractice.co.uk](http://www.stclementspractice.co.uk) or, if you would prefer a paper copy, please ask at Reception.

In summary, patients are very satisfied with their consultations with both G.P.s and members of the Nurse Practitioner/Practice Nurse teams. Main dissatisfaction is created by the wait either to book an appointment with a particular G.P. or for the booked appointment to begin.

Both of these frustrations have been considered again this year and individual doctors have taken various steps with their own clinic times to improve their ability to run on time.

G.P.s also reviewed the reasons for delays in booking appointments with a named G.P., other than G.P. holidays, and also looked at ways of improving the care of frail and housebound patients who are unable to attend the surgery. The Practice provides a daily Duty Team service which deals with clinically urgent appointments and home visits which have to be seen on the day of request. This service has resulted in 2 x GPs being unavailable for routine appointments, every day. The practice has successfully piloted a new model which also involves Nurse Practitioners making home visits that have been triaged by the Duty G.P. This pilot demonstrated a high level of patient satisfaction; good care planning and outcomes for frail patients and increased the number of routine appointments that G.P.s could offer.

We will continue to monitor the effectiveness of this new visiting model.



## The Health and Social Care Act

Things rarely remain settled for long in the NHS and we are again responding to Government changes introduced by Health Secretary, Andrew Lansley.

We have attempted to advise you of the wider changes in previous Newsletters. The current situation is that St. Clements Practice remains a member of the West Hampshire Clinical Commissioning Group (CCG) which has an

elected Clinical Commissioning Board of 5 local GPs. and additional clinical roles filled by local G.P.s St. Clements Practice continues to be actively involved through our membership of the Locality Group and Executive and attendance at monthly Management Board meetings.

We are aware that some of you have voiced anxieties about the changes that are

being mooted in the media which some fear will undermine the NHS you value. At this stage we are unaware of any cause for concern.

There are, of course, as with all Public Services, significant financial pressures but there is no evidence to suggest that this will impact on patient care. We must all be vigilant about reducing waste and ensuring an efficient service.

## Repeat Prescriptions



We receive requests for between 300 – 350 routine repeat prescriptions daily and this number increases before Public or school holidays. **There is some evidence of over-ordering and waste and many £s of medicines are thrown away every year. Please only order what you need.**

You will appreciate that we cannot receive these requests over the telephone as this would put pressure on other patients' ability to get through to request urgent home visits or to book appointments.

We very much hope that the following ways of requesting a repeat prescription will prove very accessible for all our patients:-

- i) Drop your repeat prescription request form in the box by the Practice front door;
  - ii) Post your repeat prescription request form to the practice;
  - iii) Arrange with your local Pharmacy for them to pass your form to the Practice;
  - iv) Use the practice's online prescription request form.
- ALL prescriptions have to be

printed and then passed to your GP after their daily clinics, for signature.

You may make arrangements for your local Pharmacy to collect the completed script from the Practice for you to collect from them.

**PLEASE PLAN AHEAD AND ALLOW 2-3 WORKING DAYS FOR US TO COMPLETE THE PROCESS SAFELY. ALLOW 5 DAYS IF PHARMACY COLLECTING ON YOUR BEHALF.**

## Hampshire Health Record

The Hampshire Health Record (HHR) is a local combined electronic health record. It brings together information in your health records from different parts of the **NHS in Hampshire**. As not all NHS computer systems are connected to each other, information about your care from one system may not be available to view on another. For this reason, the HHR was developed to take information from many of the health record systems within Hampshire and creates a combined health record about you. Further details are available via the Practice website, including details on how you may opt out.