

PATIENT NEWSLETTER ~ EASTER 2015



DEVELOPMENT OF NEW G.P. PRACTICE PREMISES

You will all have seen the recent problems associated with Winchester City Council's Silverhill Development project in the media. We are awaiting a meeting with the Council's Officers and Members to gain an understanding of what impact the inevitable delays following the judicial review will be on the development of our much needed new practice premises. Meanwhile, our neighbours in the Health Authorities seem to have vacated their premises in anticipation of the Silverhill development proceeding.

We will, as ever, keep you informed of any progress on this matter.

Friends and Family Test

Thank you to patients who have, to date, submitted 280 responses to our Friends and Family questionnaire. Only 2 of those have indicated that they would NOT recommend us to their friends or family and one of those explained the experience at the surgery which made them reach this decision. We will investigate the event and explore whether we could work differently with our trainee doctors to eliminate the inconvenience which this patient experienced.

The issue that has generated comment from 31 patients is the wait to book an appointment with their named G.P. You will know that we have increased the number of G.P. sessions by both recruiting an additional G.P. and by recruiting an additional Nurse Practitioner to reduce the time that GPs spend on the Duty Days. We will continue to keep this under review, however, the Practice does feel that the doctors' time on Duty is important to ensure that anyone needing a clinically urgent appointment, can be seen that day as an emergency.

PLEASE CONTINUE TO PROVIDE THIS FEEDBACK – WE WILL REVIEW ALL COMMENTS.

New G.P.

As we reported in last season's Patient Newsletter, we were very lucky to welcome Dr. Charlotte Wade to the practice on 2nd December 2014. Dr. Wade currently works at the practice on Mondays, Tuesdays and Wednesdays and you may book appointments to her clinics in the usual way.

CONTACTING YOUR G.P.

The Practice has recently reviewed the way that patients make contact with their G.P. other than booking a face to face consultation. We have had a longstanding arrangement whereby the patient can book a telephone consultation and their doctor will telephone them at the end of their clinics – frequently 7.00p.m. or 8.00p.m. On reviewing these telephone calls, the doctors have found that many of these telephone queries could have been handled by other members of the Practice Team, earlier in the day.



As part of our constant improvement of services to our patients, we have re-structured the role of the doctors' Personal Receptionists. All requests for a telephone consultation with a G.P. will now be managed by one of the doctors' Personal Receptionists (P.Rs). Wendy, Vicky or Davina will speak with the patient and, where appropriate, act as the link between you and your doctor. In the vast majority of cases it is anticipated that the PR will either already know the answer to your question, based on her close working with your doctor, or will be able to speak to the doctor during the day – or following day if they're not in – and reply to the patient with the information requested.

There will, of course, be occasions when patients can only obtain the information or reassurance they need through a direct conversation with their doctor and this will still be available and will be organised by the P.R.

We also fully appreciate that our patients are also very busy people. If you don't need a telephone conversation but would prefer to communicate by e-mail, you may do this, again via the P.R., by e-mailing whccg.StClementssurgery@nhs.net. The Personal Receptionist will be happy to liaise between you and your doctor to arrange a reply.

Please do not hesitate to let us know of any problems you experience with these changes, once they have been running for a few months. The pilot will begin in March 2015.

Polite Reminders

1. The Practice issues up to 400 **repeat prescriptions** daily. Please follow our guidance for ordering your repeat prescriptions to allow us time to complete our necessary processes in a safe and timely way. Prescriptions may be requested, allowing 2-3 full working days' notice:
 - i) Via one of our two online options;
 - ii) By post or fax
 - iii) Via your chosen Pharmacy
 - iv) By posting into the repeat prescription letterbox in the ground floor reception.

We regret that we cannot accept telephone requests.

2. If you find that you no **longer need, or are unable to attend, an appointment** with either the G.P. or Nurse, please telephone the practice and cancel the appointment at least 24 hours ahead so that the appointment can be available for another patient who may need it.

Online Services Records Access

Patient information leaflet 'It's your choice'

In addition to ordering repeat prescriptions and booking appointments online, you may now register to access your patient record online. At present, the view is limited to your prescription and allergy information but access to other parts of your patient record is being extended over time. Please either ask for a registration form at reception or download the form and information from the practice website.

PATIENT REPRESENTATION

HAMPSHIRE HEALTHWATCH

Whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future. Pop into any Citizens Advice Bureau to make contact.

PATIENTS' FORUM

St. Clements Practice has a long established Patient Forum. Our members meet around quarterly throughout the year. If you are interested in joining the group or attending the next meeting, please contact the Practice Manager.

FRIENDS AND FAMILY QUESTIONNAIRE

We are required to invite patients to provide feedback, this year, via a 'Friends and Family' questionnaire. Please complete a form and hand into our Practice Reception Team. You are welcome to complete this feedback as often as you wish and we welcome your contributions.

CARE QUALITY COMMISSION (CQC)

Patients are invited to provide feedback on their experience at St. Clements to the CQC via www.cqc.org.uk