

## PATIENT NEWSLETTER ~ SUMMER 2016



### DEVELOPMENT OF NEW G.P. PRACTICE PREMISES

As a result of the termination of Winchester City Council's development contract with Hendersons, the Council has confirmed their intention to proceed with the development of new surgery premises for St. Clements Partnership, on the agreed Upper Brook Street site. The Partnership now hopes to see some progress to this very long delayed and awaited build.

We will keep our patients informed at each stage.

#### Friends and Family Test & National Patient Questionnaire

Thank you to patients who submitted **231** responses to our Friends and Family questionnaire and returned **103** national surveys. We understand the apparent frequency of these requests for feedback from both the practice and the wider NHS but the responses are helpful in assisting the practice in the provision of appropriate service to our patients.

Patient satisfaction with the length of time given during consultations; the care and concern and your involvement in decisions about your care received satisfaction levels of between 91 – 99%.

20 patients indicated that they would NOT recommend us to their friends or family. The main reasons cited were:

- Wait for an appointment to see any doctor
- Receptionists
- Repeat Prescription Service

*Please continue overleaf*

## PRACTICE ACTION PLAN

Following analysis and discussion of our patient feedback, the following steps have or will be taken over the coming months:

1. Further to last year's Newsletter advising of improvements to telephone contact with your G.P., we continue to refine how the GPs' Personal Receptionists (PRs) can provide a link between the patient and the doctor as efficiently as possible. The Practice has just completed recruitment of a fourth P.R. to assist with this work.
2. We lose over **150** appointments each month by patients booking but neither attending nor cancelling their appointment. These are then unavailable to other patients who might need them. The practice is in the process of installing a patient texting appointment reminder service. This will work where the practice has a current telephone number for you. **If you no longer need or are able to attend your booked appointment, please cancel it to allow another patient to be seen.**
3. The practice has experienced some staffing pressures at reception this year as a consequence of the normal workplace demands, e.g. maternity leave. As our cover staff gain confidence and knowledge in their roles, we hope our front desk and reception service will create even better feedback from patients. **However, as much of the above feedback is anonymous, we are unable to address any particular weaknesses.** We would ask, if you experience either poor – or very good – service, to please contact the Practice or Business Managers so that we can address issues in our staff training.
4. The Practice has moved to electronic prescribing, with our new I.T. system. This enables patients to request their prescriptions via our website and the prescription can be sent electronically (no paper) direct to the pharmacy of your choice. You may request this service via your chosen Pharmacy. **However, patients must allow 2-3 working days for the essential and safe processes involved in prescribing medication to patients to be completed.**
5. The Practice is in the process of recruiting a new G.P. who will replace Dr. Marina Bartlett .

## CONTACTING YOUR G.P.

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, Davina or our new P.R. 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](mailto:whccg.StClementssurgery@nhs.net). The Personal Receptionist will be happy to liaise between you and your doctor to arrange a reply.

## Polite Reminders

1. The Practice issues up to 400 **repeat prescriptions** daily and this number increases before Bank Holidays and school holidays. 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](http://www.cqc.org.uk)