

SUMMER NEWSLETTER 2009

Summer is usually a time of general good health and holidays. It is likely to be overshadowed this year by the regular reports regarding the swine flu epidemic. At time of going to press, this flu remains a mild form of the virus which infects the population annually. We would like to assure all our patients that we are being kept up to date, at least daily and usually several times per day, with all developments regarding the flu virus and will apply this knowledge when dealing with your enquiries.



Flu vaccination clinics

Our flu vaccine was ordered several months ago and we expect to undertake our annual immunisation programme for those who are at most health risk from the flu virus – those with diabetes; asthma; respiratory problems; heart disease and diagnosed low immunity – late September/early October. If you are in the ‘at risk’ group of patients – aged over 65 or suffer from asthma, diabetes, heart disease or other chronic conditions (please check notices or website) – **you will be able to make an appointment at one of our flu vaccination clinics, at the beginning of September.**



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The practice is in advanced discussions with Thornfield Developers; Winchester City Council and architects on the design of new premises. A city centre site has been agreed, which we considered was important for the convenience of our patients and, particularly, for those who are reliant on public transport.

The new premises will be large and modern enabling the practice to continue to provide the wide range of extra services currently on offer, including minor surgery; baby immunisations; travel immunisations; vasectomies; men's health clinic and contraception services including implants. As soon as plans have been agreed and approved, they will be published on the practice website and on noticeboards in the practice.

IF YOU CONSIDER YOU HAVE FLU SYMPTOMS, PLEASE DO NOT ATTEND THE PRACTICE.

Please phone the Treatment Line on 0800 1 513 100 (200 for textphone) or the website: [https://](https://www.pandemicflu.direct.gov.uk)

www.pandemicflu.direct.gov.uk

St. Clements Surgery

Healthcare in the heart of the city

ANNUAL PATIENT QUESTIONNAIRE 2008/9

We would like to thank all those patients who, again, took the trouble to complete the patient questionnaire that was handed out at the practice when arriving for your appointment. This questionnaire is an essential part of our regular review of the service we provide to our patients and your feedback is invaluable. Below is a summary of the responses we received and any actions that have been taken as a result:-

Q2. How do you rate the way you are treated by receptionists at your practice?

92.5% = good/very good/excellent 6.1% = fair 1.4% = poor

Q3. How do you rate the hours that your practice is open for appointments?

87% = good/very good/excellent 10% = fair 3% = poor

Q3b. What additional hours would you like the practice to be open?

Early morning = 2% Lunchtimes = 2% Evenings = 20%
Weekends = 32% None, I am satisfied = 44%

As part of a government initiative, and in response to the answers above, the Practice has introduced extended hours as follows:

*Mondays & Wednesday mornings appointments available from 7.30a.m.
Monday – Thursday inclusive, appointments available until 7.00p.m.
Alternative pre-bookable Saturday morning appointments.*

Q4. Thinking of time you want to see a particular doctor:

Q4a. How quickly do you usually get to see THAT doctor?

Same day = 6% Next working day = 4% Within 2 working days = 10%
Within 3 working days = 13% Within 4 working days = 14%
5 or more working days = 53% Does not apply = 11%

Q4b. How do you rate how quickly you get to see this doctor?

48% good/very good/excellent 35% = fair 18% = poor 2% = very poor

Q5. Thinking of times you are willing to see ANY doctor:

Q5a. How quickly do you usually get seen?

Same day = 35% Next working day = 20% Within 2 working days = 19%
Within 3 working days = 10% Within 4 working days = 6%
5 or more working days = 10% Does not apply = 13%

Q5b. How do you rate how quickly you get seen?

77% = good/very good/excellent 17% = fair 4% = poor 1% = very poor

Q6. If you need to see a GP urgently, can you normally get seen on the same day?

66% = Yes 8% = No 27% = Don't know, never needed to.

We often realise that some patients are unaware of the same day clinical emergency service. If you consider that your condition is urgent or is causing you some concern you should telephone the practice and explain your need to the receptionist. She will take your details and record them on the system for the Triage Nurse. Your symptoms will help the nurse to prioritise her calls based on clinical urgency and she will telephone you. The Triage Nurses are highly qualified and, based on her conversation with you will be able to assess whether your symptoms are most appropriately dealt with by telephone advice or by an appointment with either a nurse or a doctor at the surgery.

Q7a How long do you usually have to wait at the practice for your consultations to begin?

5 minutes or less = 5% 6-10 = 31% 11-20 minutes = 44%

21 – 30 minutes = 15% More than 30 minutes = 5%

Q7b How do you rate how long you have to wait?

44% = good/very good/excellent 44% = fair 11% = poor 1% = very poor

The doctors and nurses make every effort to run to appointment times. On occasion, a consultation will prove more complicated than usual and it is inappropriate for the doctor or nurse to terminate the consultation and ask the patient to make another, longer appointment. This will result in all subsequent patient appointments running late. We regularly review appointment length and the number of appointments per morning/afternoon in an attempt to reduce patient wait.

Q8 Ability to get through to the practice on the phone?

83% = good/very good/excellent 12% = fair 2% = poor 4% = don't know

The practice has a system with incoming calls which involves the call 'hunting' for an unengaged telephone. At particularly pressured times ~ most notably Mondays or immediately after Bank Holidays ~ this may involve several minutes wait before a call is answered. Please be assured that your call is moving through the three floors and will be answered by the first member of staff whose telephone is not already busy with incoming callers.

Q10 Questions 10a – 11c ask about the quality of your consultation; how well the doctor/nurse listened to you; how much they involved you in decisions regarding your care and how well you felt informed and able to deal with your condition following your consultation.

Your responses to these questions ranged from 82 – 99% good/very good/excellent

These responses have been consistent over the past three years. We interpret from this that, whilst we aim to run to time, the most important aspect of your appointment is the quality of your consultation with the doctor/nurse and that it is meaningful and helpful for you.

During 2009/10 the government is posting a variety of patient questionnaires randomly to your home addresses. Your responses will affect the level of funding each practice receives to pay for the clinical services it provides. Please make every effort to complete all aspects of the form and return it.

If you would like to be a member of the Patient Forum, or to have your suggestions for improvements to our service discussed at the next meeting, please contact Kathy Bracher, Practice Manager.



Please visit our new website at www.stclementspractice.co.uk

NEW SERVICE PILOT:

Patients who are referred by their GP or nurse to the local hospital for blood tests will be able to access this service at the practice on Tuesday and Friday mornings from September, for a pilot period.

Your GP/nurse will provide you with a blood test form. You should make an appointment at the front desk and bring your blood test form with you when you attend.

We will review the use of this service with the hospital team, after the pilot period.

You will continue to have the alternative of attending the hospital for the test.



Please allow sufficient time when ordering your repeat prescriptions, especially when ordering them via your Pharmacy. The script has to be received; produced; checked and signed by your GP and then collected by your local Pharmacy. They then have to order products that aren't already in stock and dispense and check.

To order your script you should use the order form attached to your prescription. This can either be handed into the practice or posted. Alternatively your local pharmacy may organise an order and delivery service or you can use our website order page.

We cannot accept requests for repeat prescriptions on the telephone. Please help us to provide a safe and timely service by planning ahead for your medicines.

