



Huthwaite Newsletter

Summer 2010



Welcome

Welcome to the Summer issue of our newsletter. I hope everyone is managing to keep cool and finally enjoying some warm weather. You will have probably noticed that we are currently trying to negotiate a new building for the Health Centre. We have rather outgrown this and with a new centre we would be able to offer improved services. The current building has served us well but no longer offers suitable accommodation for us. The narrow corridors make maneuvering through the building extremely difficult for our young mums and disabled patients. As you will see from the recent patient survey results getting through on the telephone remains one of your top problems with the Health Centre:- we are unable to get any more phone lines into the building without major structure changes due to the lack of space. This is just another reason why a new building is essential for us. Our HIP group has started a letter of support for the new building and for all those of you who would like to support us please come in and sign the letter. The more support we can get the more likely we are to get the building!

Lastly you will have noticed Dr Gavin Lunn has left us and been replaced by a new GP registrar Dr Rizwan Muhammad who we welcome to the Health Centre.

Appointments

The reception staff now only have access to 14 days worth of appointments at any one time for the doctors. The majority of these appointments are *bookable in advance*. It therefore should *not be necessary to be calling at 8:00am* on the day for appointments. Once a doctor has seen you and they wish to see you within 4 weeks they will book you an appointment with them whilst in surgery at a time convenient to you. If you opt for a telephone consultation you will be given a date and time when the doctor will call you. Please note that not all annual reviews can be offered a telephone consultation. We still have our Telephone Triage Service if you need to see a Doctor that day. It is also worth remembering that we have the Minor Illness Clinic, which is available for all patients over the age of 1. Please ask the reception staff if you are unsure if your ailment can be dealt with in this clinic.

HIP (Huthwaite Involving Patients) Newsletter

I know that it's been a problem trying to get through to the health centre at 8:00 am to secure an appointment as soon as the surgeries open. The changes made to the telephone system should have eased this problem, but really it's not necessary to ring exactly at 8.00 as appointments are being released on a gradual basis throughout the day so try ringing later and you may be surprised by the result.

You may have recently seen the petition regarding the campaign for a new health centre to be built in Huthwaite the reasons for this are many - one of them being the lack of space and the inability to grow anymore at the present location prevents the current telephone system being expanded. This along with some surgeries being located in portacabins, and the lack of disabled access to these rooms all suggest that we need and deserve a 21ST century health centre to support our growing community into the future. The HIP group, along with local councillor Ray Buttery and MP Gloria DePiero, are supporting the Doctors in the bid for a new health centre. If you have not already signed the petition or would like to write a letter of support please contact Lorraine on 01623 513147.

Can you spare a couple of hours per month and would like to get involved in shaping the future of your practice, acting as a representative of the local patient population, please contact Lorraine on 01623 513147 for time and date of next meeting.

Please note this groups function is only to help with patient/practice running and relationships on a general basis and cannot help resolve individual issues which should be taken up directly by calling to see the Practice Manager.

R Allen

Survey

Our HIP group kindly gave up their time recently to spend a week in the waiting room undertaking a survey. We would like to thank both our HIP group and all those who took part. We hope in the future to repeat the survey with the hand held devices but hopefully with more straight forward questions!

The following results were obtained from the survey and we have tried to answer how we will try to improve things also:

84% of patients were able to see a doctor within 48 hours. 16% were unable to see a doctor. The following reasons were given.

- 68% said there weren't any appointments.
- 11% said the times offered didn't suit them.
- 20% said their preferred doctor was not available.

Answer: If you need to be seen and there are no appointments left that day please ask to be put on the 'telephone consultation list'. A doctor will then call you back and either deal with your appointment over the phone or offer you an appointment if appropriate.

56% of patients able to book an appointment 48 hours ahead.

Answer: We altered the appointments system to try and ensure patients with urgent problems could always be seen. This does appear to have decreased the ability to pre book appointments. As a result of this survey we have increased the ability of reception to pre book appointments from one to two weeks.

90% of you are satisfied with practice opening hours.

59% of you are satisfied with the appointment system.

49% of you are satisfied with getting through on the phone.

Answer: We are unable to get anymore phone lines until the new building but are trying to get support to build a new health centre.

79% did not know how to make a complaint.

Answer: this is displayed in the waiting area (please see section in the newsletter)

57% did not know if their personal information is kept confidential.

Answer: Please see this section later in the newsletter.

30% were aware of the Patient Group

Answer: The HIP group writes a letter in each newsletter and is going to start publicising itself in the waiting room.

Hopefully we have answered some of your questions. This newsletter is for you so if you have any other ideas about what you would like to see in it please contact Lorraine (Assistant Manager) on 01623 513147

Practice Complaints Procedure & Confidentiality

We operate a practice complaints procedure. If you wish to make a complaint please speak to either the Practice Manager or Assistant Manager who will try to resolve your complaint. If we have been unable to resolve your complaint at this stage we would request a formal complaint in writing. If you require further information please ask for one of our Complaints Procedure leaflets.

On the patient survey you were concerned that the reception staff were asking too many personal questions. Sometimes we need to ascertain certain information to direct your problem to the right clinician. All the reception staff are bound by strict confidentiality rules and all signed a confidentiality agreement when commencing employment at the health centre. Under no circumstances would we pass confidential information onto anyone else. We hope this alleviates some of your concerns.