

The Stubbington Medical Practice

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NEWSLETTER

Spring 2010



Patient Participation Group

The new
Patient
Participation

Group is made up of patients, and Practice staff who meet regularly to ensure that services provided at the surgery are designed and adapted to respond to patients needs

What does a Patient Participation Group do?

The group participates in a wide range of activities that benefit the patients and other worthy causes.

Pick up a leaflet from the Practice to find out more.

What can you do?

We welcome new members as well as input from anyone with comments or suggestions about the Practice and the services it offers ~ a suggestion box is located in the surgery waiting room (*we guarantee a response*).

STOP PRESS

AUTOMATED CHECK-IN SYSTEM

To speed up arrivals in the surgery, an automated check-in system will be fitted on Friday 12 March



With this new system, patients will have the option of booking themselves in electronically using the touch screen entry of their gender and date of birth.

Within seconds the patient's identity is verified and their arrival noted on the practice appointments system.

Patients can be directed to the different waiting rooms and it also informs patients if clinicians are running late. To assist patients the system also offers more than 25 language options.

At peak times, during the initial period of using this new system, staff or members of the PGG will be on hand to offer assistance.

NEWS FROM THE PRACTICE

There have been number of changes in the Practice in 2009 with the retirement of both Dr Judith Rees on 30 June 2009 and Dr Jim Warner on 31 December 2009.



The practice were pleased to welcome Dr Katy Knighton in September 2009 and the return of Dr Helen Cannon in January 2010.

Some of you may remember Dr Cannon from when she was with the Practice previously from July 1999 to December 2002.

Regrettably in May 2010 we will be losing Dr Sharon Vasey who is emigrating to Australia with her family.

The Practice are now advertising for a replacement partner.



PHONE SYSTEM ~ We are investigating an upgrade to the current telephone system which will allow more flexibility to direct patients to the service they require. It will also have the ability for patients to hear a recorded message when the surgery is closed.

SURGERY TIMES

The surgery is open from
Monday to Friday
8.00am - 6.00pm

The switchboard is manned from

8.00am - 6.30pm

Please note, the surgery is open for pre-booked routine appointments **ONLY** outside these normal surgery hours on alternate Monday evenings, Wednesdays and Fridays from 7.40 am and one Saturday each month

PATIENTS FAILING TO ATTEND APPOINTMENTS



A number of patients are still failing to turn up for their appointments. If the appointment is no longer required, **please remember to cancel** it in plenty of time for it to be offered to someone else. Alternatively, if you know you are forgetful, ask the receptionist to phone you the day before to remind you.

OUT OF HOURS SERVICE

From 6.30pm in the evening, at weekends and on bank holidays urgent medical care is provided by a deputising service on **02392 377921**. Patients telephoning the surgery during these hours will be automatically transferred to this service. Unfortunately the service is receiving inappropriate calls about prescriptions, appointments etc. The service cannot answer these type of queries, they must wait until the surgery reopens.

The Out of Hours service is only available for patients who are unwell and need to see a doctor urgently.

Medical advice on conditions can also be obtained from NHS Direct on 0845 46 47

PATIENT SURVEY

The Department of Health undertake Practice surveys every quarter and a number of patients who have had an appointment at the practice will be sent a questionnaire to complete.

The results of two of the questions in the survey are linked to funding for the Practice, so it is important that patients do complete the questionnaire if they receive one.

The two questions are:

~ Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery or health centre was open?



If you need to see a GP urgently, we run a triage system whereby a Nursing Sister will assess your condition and decide on the appropriate course of action for you, ie advice, nurse appointment or an appointment with a Doctor either that day or the next.

~ Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?

We have appointments open between 3 days and 4 – 6 weeks ahead.

The important part of both these questions is that they are referring to a **doctor** ie any doctor, not the doctor of your choice. We have appointments available with a doctor, but it may not be the one of your choice.

FAREHAM PRACTICE BASED COMMISSIONING GROUP

The purpose of the group is for Practices in the area:

- ~ To work collaboratively in order to develop and promote services that improves the health of the local population.
- ~ Develop services locally where possible and make the best use of available resources.
- ~ Promote and share best practice within the locality, utilising these skills to benefit the wider locality population where possible.

The following services have been developed and led by Fareham Practice Based Commissioning Group:

- ~ Practice-based provision of blood test clinics (phlebotomy)
- ~ Consultant-led Ear Nose and Throat (ENT) outpatient service at Highlands Road Medical Centre.

- ~ Consultant-provided gynaecology service currently at Rowner Surgery, Gosport, but planned for Fareham.
- ~ Practice-based testing for Deep Vein Thrombosis (DVT)
- ~ Expanded Optometrist service – to improve the service for patients with symptoms that could lead to glaucoma.
- ~ Local Consultant-led Rapid Assessment Service for Elderly patients.
- ~ Developing a virtual ward pilot to look at improving the care given to patients in the community, with a pilot in Portchester.

Training and sharing best clinical practice – an Asthma project has been established to provide inhaler device training to healthcare professionals including community pharmacists and to provide training devices to patients.

Reducing Medicines Waste in Hampshire



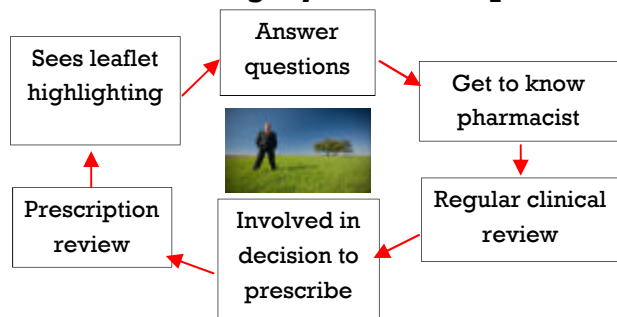
“What is a “Wasted Medicine”?”

Any medicine which is prescribed and dispensed, but not taken to achieve the intended therapeutic outcome. Also “unwanted” or “unused” medicines.

“What is the cost of Wasted Medicine”? -

The total amount of medicines' returned to pharmacies in England each year: 500 tonnes ~

How can the Surgery work with patients to improve wastage?



- Do patients fail to take the medicines they need?
- Do patients order medicines that they don't need?
- Do prescribing systems supply medicines wastefully?

The Surgery aim to support their patients in:

- Promoting Concordance
- Improving repeat prescribing systems
- Liaising with pharmacy

Up-to-date information on the measures of reducing medicines waste in next newsletter

PARENT SUPPORT LINK ~ 023 8039 9764

This is an organisation that offers support and information to people affected by someone else's drug or alcohol use ~ Mums, Dads, Wives, Husbands, Partners, Family and friends. They may need someone to talk to in their own right, information and to know about drug treatment services. For more information visit www.parentsupportlink.org.uk

No Need To Miss An Appointment Again!

The Surgery are soon to introduce a text messaging service to remind Patients of their forthcoming appointment.

To implement this service, Patients will be asked to supply the Surgery with their mobile 'phone number.

More details to be announced shortly