

# **CROOK LOG SURGERY**

## **NEWSLETTER**

### **AUTUMN/WINTER 2016/2017**

Crook Log Surgery, 19 Crook Log, Bexleyheath, Kent, DA6 8DZ

020 8304 6972

#### **SURGERY OPENING HOURS**

Monday 8am – 6.30pm

Tuesday 8am – 6.30pm

Wednesday 8am – 6.30pm

Thursday 8am – 1pm 2pm – 6.30pm

Friday 8am – 6.30pm

'Walk in' clinics - Monday – Friday 8am – 11am

Saturday and Sunday – Closed

Extended Hours 6.30pm – 7.30pm

#### **THE CROOK LOG SURGERY TEAM**

Dr Winnie Kwan - GP (Female)

Dr Sunil Roy - GP (Male)

Dr Dipankar Choudhury - GP (Male)

Dr Sugandni Ramu - GP (Female)

Practice Nurse – Kathy Taylor

Health Care Clinician – Debi Dolby

Practice Manager – Mr Andrew Taiwo

Assistant Practice Manager – Lis Scudder

Reception/Admin

Judith, Diana, Anita, Deborah,

Hazel, Angela, Hayley, Val,

#### **ZERO TOLERANCE POLICY**

The NHS operate a **ZERO** tolerance policy with regard to violence and abuse and the practice has a right to remove patients from the list with immediate effect. This also includes any form of verbal abuse and/or threatening behaviour towards members of staff and other bona fide visitors to the practice including other patients. Likewise, any form of wilful damage to the practice's building, equipment and car parking areas will not be tolerated.

Crook Log Surgery is committed to taking all reasonable precautions necessary to ensure the health, safety, and well-being of its employees, patients and visitors, and endeavours to ensure that all employees and any bona fide visitors are protected from physical and verbal abuse at all times. Aggressive behaviour in any form is unacceptable and can make staff feel threatened. We politely request that all patients/visitors behave

#### **GENERAL INFORMATION**

**Practice Manager:** Our current Practice Manager – Mr Andrew Taiwo who has been with us now for four months has settled in well. Andrew has a difficult job overseeing such a large practice and is working hard alongside the Partners and staff to ensure the smooth daily running of the surgery and that the highest quality of care is always provided for all the patients attending Crook Log surgery.

**Surgery Premises** – You may have noticed that we are currently having our surgery premises redecorated. This will not interrupt the daily running of the surgery and will be an ongoing project over the coming months.

### REPEAT PRESCRIPTIONS

Patients taking regular medication do not always need to see a doctor for a repeat prescription.

You are issued with a repeat slip attached to your prescription. After ticking the items, you require, place the slip in the 'repeat prescription' box. Sometimes you may be asked to come into the surgery to see a doctor.

Requests may be posted to us. We are happy to return your prescription, if you provide a stamped addressed envelope.

You can also request your repeat medication on-line, once you have registered with us to use this service.

You can order your repeats straight from the chemist without contacting the surgery first. Please speak to your local chemist to find out more information regarding this service.

Please only order the medication you are going to need.

If you know you will need extra medication for a long-term health condition, due to going on holiday, please talk to your doctor to see if you may be able to get an extra supply to cover your time away.

**We regret we are unable to take any requests for repeats over the telephone.**

### Prescription Wastage

You can help us to reduce prescription wastage in the following ways:

- Tell us if you no longer require a repeat prescription and it continues to be issued.
- Inform us if you are being prescribed the wrong amount of the medication you are taking.
- Only order the medication that you need and do not hoard medicines at home.
- Inform us if you or a member of your family need help due to over ordering of medications.

### Unwanted Medication

The best way to dispose of medicines that are no longer needed is to return them to your local pharmacy. Try to return them in their original packaging when possible as some medicines may need special handling. Never

### IMPORTANT CHANGES

Due to the Data Protection Act any persons requesting to pick up a prescription for someone else (over the age of 18) has to provide a valid signed consent from that person. If you need to ask someone else to pick up your prescriptions, please come into the surgery and give your consent for the named person to do this. You only need to do this the once as your consent will be kept on record until you tell us otherwise. If you do not understand what you have to do, please speak to our receptionists who will explain this in more detail. We would like to thank you for your co-operation whilst this new procedure is

### WALK-IN CLINICS

We are aware that some patients are still uncertain how these clinics run. Every patient who books into these clinics between 8am and 11am will be seen by a doctor that day. You will not be able to request to see a certain doctor. Each appointment is for 10 mins and covers one issue. Patients are seen on a first come basis. Please do not put unnecessary pressure on the receptionists by demanding to see a certain doctor. If patients really need to see a doctor on the day, they must accept that their appointment will be with the next available doctor who will be working on a rotation basis with the other doctors.

Although doctors try hard to run to time, delays are often unavoidable if an emergency comes forward. We appreciate your patience and understanding if you have had a longer wait than was first expected. No doctor wants to run late! Patients can also help to ensure the smooth running of these clinics by not asking the doctor to discuss a long list of ailments. If you think you may need more time, please ask the receptionist for a double appointment.

We politely request that you refrain from asking the doctors to fill out forms or sign documents during the walk-in-clinics. **This request will be refused!** If you need this service, then please

**WHY DOES THE RECEPTIONIST ASK WHY I NEED TO SEE THE DOCTOR?**

**It really is not a case of the receptionist just being nosey!**

Our receptionists are asked to collect brief information from patients that book into the walk-in, to help doctors triage urgent cases.

However, we are aware just how busy our reception area can be and this might make patients feel uncomfortable disclosing why they need an appointment. So if you feel an issue is private and do not wish to say what this is, then please say it is personal and this will be respected.

Please remember that all staff members have the right to be treated with dignity and respect at all times. Aggressive behaviour towards any member

**NO SMOKING**

We politely remind all patients and visitors to our surgery you are not allowed to smoke on the surgery premises. This is including E-Cigarettes. Some patients are smoking whilst standing in the queue outside the reception door. Please refrain from smoking as this area and the carpark belong to the surgery premises and we do have a strict no smoking policy. Thank you for your co-operation.

**SMS TEXT MESSAGING**

We are keen to keep up with technology! It's not for everyone, but for those that have mobile phones, we are now able to confirm your appointments that you make at the surgery, and also send you a reminder 2 days before. Hopefully you will find this helpful.

**PATIENTS CONTINUE TO WASTE APPOINTMENTS**

Once again we draw your attention to the constant waste of appointments. We receive criticism when patients can't get a quick appointment and yet so many patients fail to attend and do not cancel their appointments. This includes appointments for blood tests. This not only wastes resources and money, but means that an appointment slot could have been taken up by another patient.

We need your help to improve our services. You may think 'it is only one appointment, I don't need to cancel' but please stop and think. You are not the only person thinking like this as our records clearly show. If **all** patients cancelled unwanted appointments, other patients could be given these slots which would reduce the waiting time for pre-booked appointments.

We would like to request for your own benefit and that of your fellow patients, please do cancel all unwanted appointments as soon as possible. Even if you cancel on the day we may be able to offer that appointment to someone who may urgently need to see a doctor. You are able to cancel appointments by phoning the surgery, via our on-line services, by using the SMS text messaging service that reminds you of your forthcoming

**FLU VACCINATIONS**

That time of year is upon us again! Please make sure you have made an appointment to have your annual flu jab. If you are unable to come to the flu jab clinics, please make an appointment to see one of our nurses when it suits you best.

We would like to say a special thank you to our PPG for their much valued help during the flu

### **PRACTICE PARTICIPATION GROUP (PPG)**

Many practices now have established patient participation groups. Having such a group helps:

- To ensure our patients are involved in decisions about the range and quality of services we provide and, over time, commissioned by our practice.
- Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population.
- Discuss areas of priority with members of the PPG.
- Provide an opportunity to discuss survey findings and discuss any changes to the services provided for patients.
- Increase patient satisfaction with the service they receive.
- Improve communication between GPs, practice staff and patients.

We indeed do have a very active PPG who have been involved in many different things over the years, that has benefited both our patients and the practice. Some of which have included –

- Monitoring the telephone lines.
- Maintaining the notice boards throughout the surgery.
- Fundraising – for patients and charities.
- Highlighting health and safety issues within the surgery.
- Designing awareness posters.
- Helping with surveys.
- Putting up displays in the reception area.

- Running weekly keep fit classes.
- Hosting coffee afternoons.
- Assisting with the setting up of the surgery website.
- Held Summer and Christmas Fairs.
- Produced a surgery calendar.
- Helping patients use the booking-in screen.
- Assisting at the annual flu clinics.
- Organising Education Events.
- Held quiz nights.
- Held afternoon High Teas.
- Talking to patients regarding new changes within the practice.
- Running weekly social groups.
- Assisting with the surgery newsletters.
- Helping to keep the staff photo gallery up-to-date.

We take great pride in knowing our PPG has been running actively for 15 years with at least two of the original members.

Having a patient's view is extremely important and we really value that voice within our practice. The PPG is not to be used as a forum for individual complaints, these should always be taken up with the Practice Manager.

We continue to promote the need for new members to best represent our wider Patient population. If you are interested in joining the group, or would like to know more, please leave your contact details in the PPG contact box which is situated in the reception area, and we will endeavour to get back to you as soon as we are

### **A PERSONAL MESSAGE FROM OUR PPG**

Firstly, we would like to remind patients that we are patients ourselves so can experience the same frustrations that some patients seem to feel when making contact with the surgery. As our presence in the surgery is on a regular basis we witness how the reception staff respond to patients and equally how patients respond to the reception staff. At our PPG meetings we have requested that patients are always greeted with a 'Good morning, how can I help you' type of greeting on entering the surgery. Equally it would be nice to see patients treat the reception staff with the same respect. Sometimes patients can be very rude to a receptionist if they can't get the appointment they think they should have and this is utterly unacceptable.

During the walk-in-clinics we have witnessed patients requesting to see a certain doctor and some make a huge fuss when this is not possible – but they must just accept that it is an unrealistic demand. Sometimes a patients will say to us 'I'd rather go to A & E then sit here to see a doctor I don't want'. Really! If you go to A & E you are more than likely to have at least a 4 hour wait to see a doctor that you have never seen before. You most certainly cannot demand to see 'a certain doctor' and yet some seem to think this is acceptable. You will not have to wait as long at our surgery and you more than likely will see a doctor you have seen before and yet for some this is unacceptable! Patients think they should be able to see the doctor they want to see during the walk-in-clinic and some make a huge fuss when informed that can't. But it is such an unrealistic demand!

Please can we politely remind fellow patients that they are not the only patient who wants to see 'a certain doctor'. The surgery not only has to be seen to be treating all patients equally (and not individually) they also have to ensure the doctors are on an equal footing whilst seeing to patients. Do you really think that one or two doctors should see 50 patients and the others only see one or two? All the doctors at the surgery are qualified and work alongside the other doctors to ensure patients are treated to the highest standard. Thankfully we have a Practice Manager who not only is looking after us patients but also the doctors that are trying so hard to look after all of us.

Your experience at the surgery should always be one of a high standard but please do remember there are only so many hours in one day that a doctor can work and they are working extremely hard. We would like to thank all the staff who work hard on our behalf at our surgery – Doctors, Nurses, Management, Admin, and the receptionists. Please treat the staff with the same manner you

### **UNWANTED CHRISTMAS GIFTS**

The PPG will be collecting any unwanted Christmas gifts during the month of January for future fundraising. We cannot accept any items of food, drink or clothes. We are unable to collect Christmas cards. Members will be in the surgery in the reception area to receive donations on –

9th January from 9.30am - 12.30pm

16th January from 9.30am - 12.30pm

23rd January from 9.30am - 12.30pm

30th January from 9.30am – 12.30pm

### **LUXURY CHRISTMAS HAMPERS**

We have finished our fundraising to produce ten luxury hampers for patients at our surgery. The names have been picked and the recipients have now received their hampers. We really hope they enjoyed receiving them. Thank you to everyone for supporting us with this event. We have had a lot of fun with our many dressing up outfits whilst collecting. The hamper recipients were nominated by patients who believe that these fellow patients would enjoy the surprise of receiving one of our lovely hampers, and we are delighted to have been able to achieve this. We could not have done it without your continuing support. Thank you!

### **CHRISTMAS JUMPER FUNDRAISER**

On Thursday **15th December** members of the PPG will be in the reception area raising money for the Greenwich and Bexley Community Hospice. This money will go towards an event that is being held next year. We have invited all staff including the doctors and nurses to wear a Christmas jumper in support of this event. Do you have an appointment on that day? If so why not join us by wearing your Christmas jumpers. We would love to see them. Please do come and join us. We look forward to seeing you! Why not bring your children – we think Father Christmas might be in the reception area.

### **TELEPHONE ACCESS**

We have now made improvements to our telephone system. We hope this will enable all callers who contact the surgery by phone to do so more efficiently. These are the options you are given once you are through to the surgery.

- 1) Appointments
- 2) Prescriptions
- 3) Test Results
- 4) Referrals
- 5) Administration
- 6) Reception

### **NHS CHOICES**

NHS Choices offers you an opportunity to let us know you are happy with the services we provide. Yes, we are very interested to know if you are unhappy about something but equally we would also like to know when we get something right! It can be very disconcerting when a patient has had many good experiences from our surgery in the past, but only chooses the one experience they feel may not have been quite as satisfactory, to comment on. NHS CHOICES offer you the chance to let us know when we also get things right and it can be rewarding for our surgery to receive positive comments when the service we provide is appreciated.

### **CHRISTMAS AND NEW YEAR HOLIDAYS**

23rd December – normal hours.

24th - 25th - 26th - 27th December – the surgery will be closed.

28th – 29th – 30th December normal hours.

2nd January – the surgery will be closed.

3rd January - normal hours resume.

**Crook Log surgery would like to wish you all a Happy Christmas and a Prosperous New Year.**