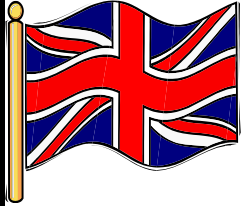


FRESSINGFIELD MEDICAL PRACTICE

NEWSLETTER - FOR PATIENTS OF FRESSINGFIELD & STRADBROKE MEDICAL CENTRES SPRING 2012

WEBSITE – www.fressingfieldmedicalcentre.co.uk

You can book doctors appointments (ask at reception for more details), order repeat prescriptions and keep up to date with all the latest practice news.



JUBILEE BANK HOLIDAYS

Monday 4th June & Tuesday 5th June

The practice will be closed on the above bank holidays which are for the Queen's Jubilee. The practice will be extremely busy during this time, so we do ask you to bear with us. Below is a guide to when your medication will be ready for collection during this bank holiday period.

DAY ORDERED	TIME ORDERED AM – B4 12 PM – Aft 12	DAY READY FOR COLLECTION (2 WORKING DAYS AFTER)
Monday 28 th May	AM	Wednesday 30 th May
Monday 28 th May	PM	Thursday 31 st May
Tuesday 29 th May	AM	Thursday 31 st May
Tuesday 29 th May	PM	Friday 1 st June
Wednesday 30 th May (This is the deadline for collection prior to the weekend)	AM	Friday 1 st June
Wednesday 30 th May	PM	Wednesday 6 th June
Thursday 31 st May	AM	Wednesday 6 th June
Thursday 31 st May	PM	Thursday 7 th June



UPGRADE OF CLINICAL COMPUTER SYSTEM ON 28th JUNE 2012

On Thursday 28th June 2012 we are upgrading to a new computer system called EMIS Web. This is an essential upgrade to ensure that we remain as efficient as possible.

We will try really hard to minimise any inconvenience to patients, but unfortunately disruptions may be inevitable while we get to grips with the new computer system.

If you are due to order your repeat medication at the end of June or the beginning of July, it would really help the practice if you could allow three working days notice rather than the usual two working days, this will allow our dispensers time to process your request and minimise any disruption to you during this period.

You may also find that during this time there could be disruptions to our online appointment booking system, text appointment reminder system, self-check in systems and patient calling in boards. But we do not envisage any disruption to the online medication ordering system which is available on our website.

We would like to take this opportunity to thank all our patients for their understanding and apologise in advance for any disruptions that may occur.



DR READ IS RETIRING

Dr Read will be retiring at the end of November. He joined the practice 25 years ago and has seen many changes in that time. He has motivated and supported us all during the years and we can't thank him enough. He is highly respected and everyone at the practice will miss him tremendously.



Patient Survey

Thank you to all those patients that completed our patient survey. We were really pleased with the results, 96% rated our service as very good or excellent. Respondents to the survey confirmed that they were happy with nearly all aspects of our care, highlighting the below as the only areas of concern:

30% of patients said that they had to wait a bit too long after their appointment time to see a doctor

- We are very much aware that this has always been an area of concern for patients.
- The difficulty we have is that we want to ensure that we give patients the time with the doctor that they need, but consequently this does lead to the doctors running behind.
- We have tried really hard to address this issue encouraging patients to limit the number of problems that they bring to each consultation but we appreciate that this is not always possible and we are very much aware that patients don't like the mantra "one appointment, one problem".

How will we address it?

1. Look at areas like the ever-increasing administration pressures on the Doctors that can sometimes encroach on their start time for the first consultation ensuring that they are not late in starting their surgeries.
2. Get better at informing patients about delays.
3. Monitor waiting times closely.
4. Survey patients again later in the year to assess our progress.

19% of patients said the car parking facilities at Fressingfield Medical Centre are not at all adequate.

How will we address it?

- An opportunity came up via NHS Suffolk for funding for an extension to the car park and they agreed to provide the bulk of the funding with the practice having to find the remainder.
- Money is limited so we have only been able to provide a small number of additional spaces, but it is a start and we hope to expand on it in the future if additional funding becomes available.
- We will continue to monitor the car parking facilities.

Some patients commented that the message on the practice telephone system could be improved and there were too many posters and too much information in the waiting areas

How will we address it?

1. Change the message on our telephone system.
2. Reduce the amount of posters and information in the waiting areas.
3. Survey patients again later in the year to assess our progress.

70% of your comments were very favourable, praising the services that the medical centre provides. Below are just a few of the very nice comments we received:

"Fressingfield is very lucky in having a superb medical practice"

"Wouldn't want to change from this surgery at all, Well done all of you"

"In all respects an excellent and very caring service is given"

"This practice can do little wrong for me, because people here care, and it shows. Thank you".