

COURTYARD SURGERY

NEWS FOR JANUARY 2015

We have had a very busy year here at Courtyard surgery with quite a few changes that you may have been aware of when you have been into the surgery. We have listed below all the most important changes for the last year and some of the changes for this year.

Online Services

We have introduced Systmonline which allows you to book and cancel GP appointments. Online repeat prescriptions remain extremely popular. We have 8364 patient registered at the surgery and the numbers are still growing. 2740 (33%) of patients have signed up to this service.

We are now using one way text messaging to patients mobile phones for confirmation and reminders for appointments for the next day etc. We have 3904 (47%) signed up to this service.

Appointment system

We made changes to our appointment system allowing more book ahead appointments up to six weeks in advance and urgent appointments on the day.

Courtyard Surgery Telephone System

We are in the process of changing the 0844 telephone number completely in the next few months to a local number. The number that will be used will be the current local number that we advertise 01403 330320. This number is available now.

New service for patients over 75

This service is for patients over 75 and those patients with complex needs. The appointments are for 20 minutes allowing the doctor more time to deal with all of the concerns of the patient. As of April 2014 we had to inform all patients over 75 of their named GP.

Blood pressure monitor

We are looking at purchasing a blood pressure monitor that will be placed in the downstairs waiting room for all patients to be able to take their own blood pressure. This produces a ticket that can be handed in to reception and will be entered into the patients electronic records. This will save having to make an appointment just for blood pressure.

Medical students

We have taken on Medical students again this year with Dr Barrows doing her bit for our future doctors.

New Nurse

Polly James has joined us this year to replace Jenny Beattie who went on to pastures new. Polly specialises in Asthma and COPD but also carries out all other practice nurse services.

COURTYARD SURGERY

Friends and Family

From the 1st of December 2014, it is a contractual requirement that all GP practices undertake the NHS Friends and Family Test.

The Friends and Family Test is a feedback tool that supports the fundamental principle that people that use NHS Services should have the opportunity to provide feedback on their experiences that can be used to improve services.

The tool that we are using at Courtyard Surgery is: iWantGreatCare.org

Why do patients and their families use iWantGreatCare?

- Because feedback from you as patients improves healthcare across the UK
- iWantGreatCare makes it simple and safe for you to provide ratings and reviews of your GP and know that it will make a difference
- Sharing your experience on iWantGreatCare ensures that your opinion counts, is heard by those that care for you, and can help the next patient find great care
You will be able to view the surgery profile page, view the reviews that others have made about the surgery and leave feedback of your own.

Independent and simple to use

- Totally independent, iWantGreatCare is transparent and open and will not edit or filter patient opinion
- Adding a review is quick - see your comment published on the web immediately
- You will not be identified by your doctor or anyone else unless you choose to include in your review or feedback details which allow you to be identified

We have also started the same questionnaire in the surgery asking how the patient's appointment went with their doctor. Supplying a paper copy for completion whilst they are in the surgery then it can be posted in a box on reception.

Choices website

You can also go onto the NHS choices website at www.nhs.uk to leave comments about the service you have received at the surgery.

The future

As you may have read in the local papers last year, some important issues were raised about health care in Horsham and Broadbridge Heath. At present the outcome of these consultations is still to be decided. Courtyard Surgery is still dedicated to covering patients of Horsham and Broadbridge Heath from our current location and also providing our services from a location in Broadbridge Heath. This has a large impact on delivery of health care and we would appreciate your feedback on this matter.

Please send your comments to Janet Yeo Practice Manager at HSCCG.Courtyard-PPG@nhs.net