



# NEWSLETTER

## AUTUMN/WINTER 2014

October 2014

### DR ALEX GLOVER

We are pleased to announce that Dr Alex Glover joined the partnership on Monday 4 August 2014. Dr Glover has been working in the surgery as our registrar for the past year and will be familiar to many of our patients. Dr Glover will join with Dr Francis and will share his list of patients, covering the first half of the week whilst Dr Francis works the second half of the week. They will work together and either can be approached for help and advice about health problems. This is, in essence, a job share with the intention that when Dr Francis does decide to retire completely that Dr Glover will take over the list full time.

### FLU VACCINATIONS

If you are aged 65 or over or suffer from a chronic condition such as asthma, diabetes or coronary heart disease you are strongly advised to have a flu vaccination.

### CHILDHOOD FLU VACCINATIONS

Children aged 2, 3 and 4 years on the 1 September 2014 are invited to have a flu vaccine. The vaccine will be administered by nasal spray.

### SHINGLES VACCINATION

If you are aged 70, 78 or 79 on the 1 September 2014 you are eligible to receive a shingles vaccination. We normally administer this at the same time as your flu vaccination but it can be given at any time and is a one off vaccine. Other age groups will be introduced in the future to ensure all people aged 70-79 are offered the vaccine. We are not permitted to vaccinate patients outside of the current cohort due to limited supply of the vaccine. Our next clinic will be held on 8 November.

### REMINDER SERVICE

This year we used a telephone reminder service to inform you of your eligibility for a flu or shingles vaccination. This is a more efficient way for us to inform you rather than writing to you. As this is the first time we have used this service, we would welcome your feedback. Please ask reception for a suggestions slip which can be posted in the box by the confidential counter or send an email to [reception@an-i81016.nhs.uk](mailto:reception@an-i81016.nhs.uk)

### ORDER PRESCRIPTIONS AND BOOK APPOINTMENTS ONLINE

From January 2015, we will no longer accept telephone requests for prescriptions. This is due to the increasing pressure on our phone lines.

Prescriptions can be ordered online, via your chemist or by posting or handing in the tear-off slip on the right-hand side of your prescription. Prescriptions can be collected by your chemist. If you would like us to send your prescription by post, please include a SAE.

**The safest and most efficient way to order your repeat medication is by using our online service. This service can also be used for booking appointments with your GP and updating your contact details.**

**If you wish to sign-up to our online service, please bring photo ID (passport or driving licence photocard) to reception and we will provide you with a registration form.**

# PATIENT SURVEY RESULTS

We recently conducted a patient survey which was advertised on our website and at our reception desk. Patients were invited to complete the survey online or via a paper version if they did not have internet access.

The survey ran from April to August 2014 and 30 responses were received.

Please see the attached summary of the results.

Thank you to the patients who took the time to complete the survey.

## FRIENDS AND FAMILY TEST

From 1 December 2014 we will routinely ask for your feedback on our services via a 'Friends and Family Test'. The FFT is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It is not a traditional survey, it is a designed to promote continuous feedback between patients and practices.

We will ask 2 simple questions which can be answered anonymously. The most likely method will be a slip of paper on the confidential desk which can be completed and posted in the suggestions box. You do not need to be attending an appointment and are welcome to complete one at any time when visiting the surgery.

## THE EBOLA VIRUS

### Important

If you have returned from West Africa especially Guinea, Liberia, Sierra Leone or Nigeria in the past 21 days

and

You have a fever or feel unwell

Do not enter the surgery. Telephone and ask to speak to a doctor. Alternatively do not touch anyone and dial 111.

## STAFF NEWS

### District Nurse

Jane James was with the surgery for 18 years as our Senior District Nurse and recently she moved into semi-retirement. A celebratory lunch was held for her where she was joined by her husband Vaughan, the district nursing team and the doctors from Queens Avenue Surgery. She was very moved by the flowers, presents and good wishes received from her colleagues and patients as a thank you for her dedicated service. We wish her well in her new ventures and will miss her from the team. We would like to welcome Anneka Smith who started on 3 November as Jane's replacement.

### Practice Nurse

We welcome Pauline Newnham who recently joined our practice nurse team. She is a very experienced practice nurse, joining us from a surgery in Weymouth. Pauline is currently completing her diabetes diploma.

## Queens Avenue Surgery Patient Questionnaire

April – August 2014

No of Responses = 30

### How easy is it to get through on the phone?

• Very easy	13	43.33%
• Fairly easy	14	46.67%
• Not very easy	2	6.67%
• Not at all easy	0	0.00%
• Haven't tried	1	3.33%

### How helpful do you find the receptionists?

• Very helpful	27	90.00%
• Fairly helpful	3	10.00%
• Not very helpful	0	0.00%
• Not at all helpful	0	0.00%
• Don't know	0	0.00%

### How would you describe your experience of making an appointment?

• Very good	23	76.67%
• Fairly good	6	20.00%
• Neither good nor poor	1	3.33%
• Fairly poor	0	0.00%
• Very poor	0	0.00%

### How often do you see or speak to your own GP?

• Always or almost always	21	70.00%
• A lot of the time	4	13.33%
• Some of the time	4	13.33%
• Never or almost never	1	3.33%
• Not tried	0	0.00%

### Last time you saw or spoke to a GP, how good was that GP at giving you enough time?

• Very good	26	86.67%
• Good	4	13.33%
• Neither good nor poor	0	0.00%
• Poor	0	0.00%
• Very poor	0	0.00%
• Doesn't apply	0	0.00%

### Last time you saw or spoke to a GP, how good was that GP at listening to you?

• Very good	27	90.00%
• Good	3	10.00%
• Neither good nor poor	0	0.00%
• Poor	0	0.00%
• Very poor	0	0.00%
• Doesn't apply	0	0.00%

### Last time you saw or spoke to a GP, how good was that GP at involving you in decisions about your care?

• Very good	25	83.33%
• Good	4	13.33%
• Neither good nor poor	0	0.00%
• Poor	0	0.00%
• Very poor	0	0.00%
• Doesn't apply	1	03.33%

### How long after your appointment time do you normally wait to be seen?

• Less than 5 mins	6	20.00%
• 5 to 15 mins	24	80.00%
• More than 15 mins	0	0.00%
• Can't remember	0	0.00%

### Did you have confidence and trust in the GP you saw or spoke to?

• Yes, definitely	29	96.67%
• Yes, to some extent	1	3.33%
• No, not at all	0	0.00%
• Don't know	0	0.00%

### How long after your appointment time do you normally wait to be seen?

• Less than 5 mins	6	20.00%
• 5 to 15 mins	24	80.00%
• More than 15 mins	0	0.00%
• Can't remember	0	0.00%

### Would you recommend your GP surgery to someone who has just moved to your local area?

• Yes, would definitely recommend	28	93.33%
• Yes, would probably recommend	1	3.33%
• Not sure	1	3.33%
• No, would probably not recommend	0	0.00%
• No, would definitely not recommend	0	0.00%