



NEWSLETTER

September 2015

Welcome

To our first Practice Newsletter. We hope to bring these to you every quarter to give you an update on relevant information and current issues affecting the practice.

The busy times in the Practice for all our staff and doctors continues with the impending flu clinics, shingles clinics as well as undertaking all the daily clinic sessions, dispensing of medications and administration tasks. This is shortly to be compounded by the new surgery extension at Weobley.

Our practice team is constantly trying to improve the services that they offer patients registered with the Practice. It is evident from the initial analysis of the Friends and Family Test and the NHS Choices website that the Practice is highly regarded and is ranked in the top quartile within the county. Whilst we do maintain that urgent patients can be seen the same day, we do appreciate that there is still room for improvement regarding appointments and we hope that the return of our GP Registrar, Dr. Ogilvie from maternity leave in October will help. However, as indicated in this issue it is unfortunate and surprising that on average over 90 appointments per month are wasted because patients fail to cancel in advance if they are unable to make their appointment. Please remember to do so as there will always be someone else who needs that appointment. The Practice is also looking at ways to reduce the number of wasted appointments.



Recent Friends & Family Test Comments from Patients

'All the staff are so friendly and helpful. You really get the personal touch here. The best surgery I have been registered with.'

'Excellent, well organized, helpful and caring'

'I have had nearly 30 years of excellent care in this practice so I've only praise for how I have been looked after at all times.'



Weobley & Staunton on Wye Surgeries Staff

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Building Work is coming to Weobley Surgery

Surgery Extension & Access

Surgery Extension

The Practice has had its Planning Permission approved to provide an extension at Weobley for two additional consulting rooms, additional storage, new extended waiting area, new disabled toilet facilities and automatic door opening access into the main entrance.

Work will commence on the 28th September and during this time it is envisaged that there will be some disruption to sessions at Weobley due to the close proximity of the current consulting rooms and other facilities. We will endeavor to keep this to a minimum where possible and we ask our patients to please bear with us during this time. We see this as a small amount of disruption for a long term gain for patients and staff alike.

Detailed drawings of the extension are available in the waiting area at Weobley for you to view the planned works.

Surgery Access

During the building works access will be re-routed through the practice depending on the phase of building works. Contractor access will be required during normal working hours and staff will be required to park at the Village Hall to allow for this.

Patients are reminded that the two spaces at the front of the building are designated disabled car parking spaces and only these will remain after completion of the building project. Access at the front of the building will also be required for emergency vehicles. All other patients are respectfully requested to utilize the free car parking at the Village Hall. The Practice has agreement for parking at the Village Hall which fits with our 'healthy lifestyle' message of trying to get patients to walk to the surgery as it is good for their health. The on-road parking in front of the surgery will continue and is outside of our control.

Wasted Appointments

There seems to be an increasing trend of patients not attending their booked appointments. Every appointment that is not attended means that another patient has to wait longer to be seen.

Monthly numbers of Did Not Attend (DNAs) are on display in the practice waiting area.

Last month saw a total of 96 appointments that were not attended. 35 doctor appointments, 43 nurse/HCA appointments, 6 midwife appointments, 8 physio appointments and 4 mental health appointments.

We appreciate that there are times when you cannot attend your appointment but we do ask that you please cancel these to allow others to utilize your appointment.

The Practice will be looking at ways to reduce the number of DNAs.

Remember— Missed appointments keep everyone waiting. Keep it or cancel it. Don't forget it!



Keep it or Cancel it. Don't forget it!

Dispensary Update

Every day is a busy day for our dispensary staff and the challenge to provide a 48 hour turnaround for repeat prescriptions continues.

After the recent Bank Holiday our dispensers had over **600 items** for dispensing and labelling on the Tuesday alone for just one extra day that we were closed.

Patients are politely reminded that there is a 48 hour minimum turnaround and this does not include weekends and Bank Holidays. If possible we would be very grateful if you could plan ahead at such times and give us as much notice as possible of your repeat medications.

We regularly process over 4500 + prescriptions per month with the following number of items dispensed:

Aug—9582

July—10272

June—9458

May—9573

April—10538

March—10216

Feb—8978



Staff Changes

There are a number of changes afoot.

Dr. Vanessa Perrott will be leaving us towards the end of the year. As you may know she also works for the Medical Protection Society (MPS) helping to train doctors to improve their communication skills. She was hoping to continue her work for them alongside the GP work here but it has proved difficult to find a way to integrate the two roles. We wish her well.

Imogen Melvin will be leaving us at the end of September after nearly 9 years as a receptionist with the Practice to pastures new. We wish her well.

Sister Lydia Davies has decided the time has come to retire after over 24 years working at the practice. Her last working day will be 29th December and staff and patients alike will be able to show their appreciation of her dedication nearer the time.

Sophie Hodge who has undertaken locum work with us in the past will return to the practice permanently as Lydia's replacement working mainly mornings across both sites with a re-distribution of the nurse hours to Jo Jones who will also continue to work across both sites

Dr. Rebecca Ogilvie, our GP Registrar, will return on the 19th October following the birth of her baby.

Amanda Carter has joined us to undertake our Health Checks on a selection of mornings and afternoons at both Weobley & Staunton sites.

Medical Students will be seen regularly over the coming months at both sites. The Practice is proud to offer this opportunity to doctors in training.

Practice Patient Participation Group (PPG)

The Patient Participation Group (PPG) is a group of patients registered with the surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients' views and cross barriers, embracing diversity and to work in partnership with the surgery to improve common understanding.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners to:

- Promote the well-being of patients and support the practice to provide a high quality of care and service delivery
- Provide a locality support process for commissioners so that local needs can be identified

The PPG will enable the Practice to communicate and build positive relationships with its patient population. Our Practice Patient Participation Group has nearly been in existence for 12 months. Our PPG has discussed a number of issues including car parking, Taurus appointments, accessing services at the weekend and practice issues. It is however not a forum for airing of personal issues.

Meeting Agendas and Minutes

These are available on our website:

www.weobleyandstauntonsurgeries.nhs.uk

If you would like to raise an issue for discussion at the PPG please feel free to contact one of our PPG members or contact the Practice Manager.

Volunteer Required

Once our surgery extension is complete we would like to provide some hanging baskets and potted shrubs at the front of the surgery. We're therefore looking for a volunteer who could give us just a few hours per week to provide these for us and undertake their up-keep. We'll provide the pots and the plants—we simply need someone to take on the task of making the practice more welcoming to our patients and visitors alike.

If you feel you could spare some time please contact our Practice Manager.

Dates for Your Diary

Flu Clinics

Saturday 17th October 2015

Held at both Weobley & Staunton on Wye Village Halls. We will shortly be undertaking our annual flu clinics and all those eligible for flu vaccinations will receive an invitation to attend. If you are a carer, you maybe entitled to a free flu vaccination, please contact the Practice for further information.

Feedback

You may wish to leave feedback with us when visiting the Practice using the Friends and Family Test feedback cards, in person, or online via the NHS Choices website.

We always welcome any constructive feedback with regard to our services and your experiences. It helps us to review our practices, policies and shape our services of the future.



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