

Albrighton Patients' Group  
Newsletter  
May 2014

Patient Survey and Action Plan

The patient survey has now been analysed and an action plan compiled to address issues that were raised by the survey. A copy of the action plan is attached at the bottom of the newsletter. A report and a copy of the action plan can also be viewed on the Practice website: [www.albrightonmedicalpractice.co.uk](http://www.albrightonmedicalpractice.co.uk)

Out of Hours Provision – Shropdoc

Several concerns were raised in the patient survey with regard to accessing care when the surgery is closed and we felt that an explanation of what is available to patients would be helpful. Shropdoc is commissioned to provide cover for the patients of Albrighton Medical Practice for out of hours cover. Shropdoc is a co-operative of local GPs from both Shropshire and Telford. As these GPs are all working in the Shropshire area they have local knowledge of the area, community services and the hospitals. All of the doctors from the surgery work regularly for Shropdoc, so if you do have cause to use Shropdoc it may be that you see or speak to one of the doctors from your own surgery and if not it is likely to be a doctor from one of the neighbouring practices. If you do contact Shropdoc, a report is sent to your own surgery the next day for the attention of your GP to keep them fully informed and for them to take any necessary action. The GPs at Albrighton Medical Practice recommend you to contact Shropdoc for any urgent medical attention required whilst the surgery is closed, the number is: **08444 068888**. Please be aware that if you dial 111 you may not be transferred to Shropdoc.

EMIS Access – Online Services – Appointment booking and repeat prescriptions

For those patients who are not aware there is a facility to order repeat medication online as well as to book appointments, should they so wish. To be able to do this they will need to contact the surgery to request a password to enable access to the system. Once they have a password they are able to access the appointment booking and repeat prescribing system via the Practice website: [www.albrightonmedicalpractice.co.uk](http://www.albrightonmedicalpractice.co.uk)

New Service for Cancer Patients in Shropshire

A new service called “Get Active, Feel Good” has been started for patients in Shropshire who have been diagnosed or are in treatment for cancer. It is run by a joint cooperation between Macmillan Cancer Support and Shropshire Council Public Health.

It aims to provide advice, guidance and practical methods of dealing with the actuality of diagnoses.

Based at the Hamer Centre at Shrewsbury Royal Hospital the contact person is Kim Davies, 07543 827531 or e-mail at [Getactivefeelgood@gmail.com](mailto:Getactivefeelgood@gmail.com) Patients can be referred by their GP or can self-refer themselves.

### Patient Participation Awareness Week

It is hoped that during the week 2<sup>nd</sup> to 7<sup>th</sup> June 2014 the Group will be presenting a display at the surgery showing the work of Patients' Groups Locally and Nationally. It may be possible to combine this with public discussion sessions at the Red House. All members of the public will be welcomed.

Albrighton Patients' Group are always looking to welcome new members who feel they can take an active part in helping to shape local and county health services. If you want to learn more contact our Chairman, Sylvia Pledger, (01902 374531) or our Secretary, Richard Shaw (01902 372937) and come along to our next meeting at the surgery on Tuesday 20<sup>th</sup> May 2014 at 6.30 pm.

**Albrighton Medical Practice – Action Plan from results of Patient Survey 2013-14**

<b>Issue</b>	<b>Action</b>	<b>By Whom</b>	<b>How</b>	<b>By When</b>
Increase awareness of online services to address the lack of awareness of these services	Newsletter item Poster in the waiting room	Practice Manager	Produce documents	June 2014
Lack of awareness of contraception services offered at the surgery	Increase the information on the website in the Young People's section with particular regard to the Practice's work around being a 'You're Welcome' site	Practice Manager	Increase information on website	June 2014
Parking, disabled access within the surgery	We will continue to apply for new premises Investigate the possibility of restricting parking in Shaw Lane to prevent all day parking	Practice Team	Present our business plan to NHS England. Senior partner has written to Parish Council	Unable to determine an achieve by date as decisions are out of our hands
Patients are happy to have a telephone conversation with a GP prior to booking an appointment	Introduce telephone triage on Monday mornings	GPs / Reception	One GP to take triage calls from 8.00am to 10.30am	June 2014
Concerns about the Out of Hour provision	Explanation of what Shropdoc is and how it functions, who works for it, how to contact	Practice Manager	Explanation on the website and an article in the newsletter	June 2014
Patients are not aware of the Patient Group	Increase awareness of the Patient Group	Patient Group	Display in waiting room. Members of the group will attend the Practice during National PPG week (2-7 June) and talk to patients	July 2014