

NewsLetter

Summer 2017: Edition 4

LANUCH OF DEMENTIA CHAT CLINICS AT DR RASIB & PARTNERS

Chat Clinic

A private 1-1 chat with our local
Patient Engagement Manager.

Are you concerned
about Dementia?
Do you know someone
that is living with
Dementia?
Would you like to chat to
someone in private?

Would you like more
information on how to
live well, healthcare
and research options,
support services,
advice and guidance?



*The 1st Monday of
every month
starting Monday
5th June*

Book online or at reception



GP Suite
Cannock Chase Hospital
Cannock
WS11 5XY
Tel: 01543 576 660
Fax: 01543 576 663



In aid of
**CANCER
RESEARCH
UK**

We're raising funds for Cancer Research



Where & When

**Venue: Level 2 Corridor, GP Suite
Cannock Chase Hospital
Brunswick Road**

On

Date: Tuesday 6th June 2017

Time: 9.30-4.00pm

**LET'S BEAT THIS
TOGETHER.**



RESULTS FOR PRACTICE IMPROVEMENT SURVEY MAY 17

The Practice conducted a Practice improvement survey throughout May. We would like to thank all patients involved. A copy of the detailed results can be found on the Practice website and also in the waiting room at the practice. Below is an overview of the results

	No experience	Poor	Fair	Good	Very Good	Excellent
		1	2	3	4	5
1. Speed at which the telephone was answered initially	1%	20%	9%	15%	29%	26%
2. Length of time you had to wait for an appointment	4%	16%	4%	14%	33%	29%
3. Seeing the Doctor of your choice	2%	2%	5%	14%	41%	36%
4. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	7%	3%	6%	9%	24%	51%
5. If pre-bookable appointments become more widely available, how far advance would you like to pre-book	1 day	2 days	Up to 1 week	Up to 2 weeks	Up to 1 month	Up to 2 months
	13%	14%	38%	22%	10%	3%

Do you feel that this would be helpful for the practice to introduce a Facebook page?

Yes	86%
No	14%

YOU SAID, WE DID!

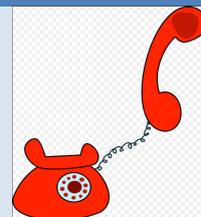
Introducing Pre-Bookable Appointments:

From this recent survey that took place within the surgery, we noticed a trend in patients that wanted to be able to have the option being able to book appointments in advance. Therefore the practice are introducing pre-bookable appointments starting from June 2017.

Introducing a Practice Facebook Page:

Also 86% of patients surveyed felt that it would be helpful for the practice to introduce a Facebook page. Therefore the practice will be launching this in June 2017

TELEPHONE CONSULTATIONS



**We offer telephone consultations where patients may speak to the doctor. If you require a telephone consultation please call the practice on
01543 576660**

IMPORTANT SAFETY TIPS FOR SUMMER

Everyone loves summer vacation with its lazy days, picnics, swimming, biking, visits to the park, and more. A few simple reminders can make your summer a safe one.

Apply sunscreen 30 minutes before leaving the house

TO AVOID GETTING BITTEN, APPLY AN INSECT REPELLANT CONTAINING DEET TO EXPOSED SKIN

DRINK PLENTY OF WATER AND OTHER FLUIDS



Dress lightly, and when sleeping, use lightweight, breathable covers

Avoid drinking alcohol as this can lead to dehydration

If you become nauseous, start vomiting or experience cramps, seek medical care right away

FRIENDS AND FAMILY TEST



(Please tick)



Extremely Likely	Likely	Neither Likely/Unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>					

The friends and family test is a way of gathering information and your feedback so that we can continually review our service. Your feedback helps us learn more about what you think of your experience. Ultimately, you're helping us to make changes to ensure that we can offer the best possible care.

Each month we summarise the feedback which we receive so that we can review and decide what changes need to be made. The practice was able to act upon recent feedback where patients were asking for the practice to introduce more pre-bookable appointments, this has now been implemented.

In April 2017 we received a large response from our patients through the test. Overall we gathered 97 patients feedback which was a very positive response. Our results were:

95% would extremely likely or likely recommend our practice



“WHY SHOULD I TELL THE RECEPTIONIST WHAT’S WRONG WITH ME – NOSEY RECEPTIONIST”



Please help me to deal with your query more efficiently and appropriately by telling our reception staff your problem

Message from Dr Rasib:

Our receptionists are valued members of the practice team and the GPs here, as with many other practices, have requested that they should ask patients 'why they need to be seen'.

Reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care from the most appropriate health professional as efficiently as possible.

Receptionists need to ask brief information from patients

in order to:

- Assist GPs prioritise house visits and phone calls
- Ensure that all patients receive most appropriate level of care
- Direct patients to see the nurse or other health professional where appropriate



Our reception staff are bound by confidentiality rules like the rest of the practice team:

- Any information disclosed to them will be treated with the strictest confidence

- The practice takes breaches in confidentiality very seriously and will deal with it accordingly
- You can ask to speak to a receptionist in private away from the reception desk in you are in the waiting room

Therefore please do not take offence when our receptionists are asking you to disclose brief information when dealing with your call. Receptionists are trained not to make clinical decisions, so please don't worry if you feel that the information you provide will affect your care.

If, however, you do feel that your issue is very private and you do not wish to share this whilst speaking to the reception team then this will be respected.

Thank you for your support

patient access

Welcome to Patient Access

Patient Access lets you use the online services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

Register

Have a letter from your practice? Click "Register" and enter the details.

No letter but would like an account? Click "Register" to see if Patient Access is available to you.

Register

Sign In

User ID

Password

I forgot my user ID or password.

Remember my user ID

Sign In



Patient Access mobile app

Free on Android and iOS

This site uses encryption

How can I tell that this site is encrypted?

Help with Patient Access

View our most frequently asked questions

View the current status of the Patient Access Service

BENEFITS OF USING PATIENT ACCESS

- Everything can be done on line via a computer or mobile app
- Your repeat prescription can be ordered online
- You can pre-book non-urgent appointments
- Message the GP with non-urgent health issues
- View some of your medical notes on line

You will need to register for this service.

For more information please speak To a member of the reception team

Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted. Please read the [terms of use](#) and the information about your [privacy](#), which apply to this website.

Pharmacist Practitioner

Dave is a qualified pharmacist prescriber. This means that the practice is able to offer patients more options and availability to see a practitioner other than a GP. Dave is able to see patients for a variety of ailments and assist them in treatment options, provide healthcare advice and even refer to specialists.

PATIENT QUESTIONNAIRES

Thank you to all patients who gave their time and participated.

The results for these questionnaires will be published in June 2017

PATIENT BUDDY SCHEME

We are welcoming more patients to join the scheme. You shall be well supported and also be giving support to a needy patient.

Please ask at reception for further details and an application form

LEAFLET REQUIRED IN A DIFFERENT FORMAT?

If you require this leaflet in any other format then please do not hesitate to speak to a member of the team.

PATIENT COMMENTS/SUGGESTIONS



If you have any comments or suggestions about this newsletter or indeed any aspect of the service that Dr Rasib & Partners provides, please feel free to contact the Managing Partner, Sam Rasib on 01543 576660 or in writing to GP Suite, Cannock Chase Hospital, Brunswick Road, WS11 5XY

Emergency & OOH Cover

EMERGENCIES

In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

OUT-OF-HOURS COVER

Medical advice is always available for emergencies at night, weekends and all bank holidays.

NHS 111

For urgent & non-urgent advice call 111.

You can also ring 01543 576660

Where the recorded message will give you the number for the Out-of-Hours service

STOP PRESS!

DO NOT FORGET THAT WE OFFER TELEPHONE CONSULTATIONS

Thursday evenings 6.30-7.30pm

