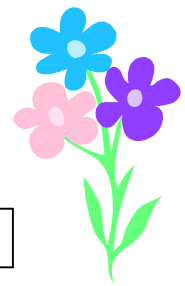


NEWSLETTER



Our website address is www.welbeckroadsurgery.co.uk

Summer 2011

DOCTOR SPENCER AND PARTNERS, WELBECK ROAD, BOLSOVER

issue15

PRODUCTIVE GENERAL PRACTICE

We are delighted to report that we have been selected for an exciting pilot of a new improvement programme known as Productive General Practice. This is being developed by the NHS Institute which is a national body that looks at how organisations may become more efficient and work more productively to improve both patient and staff experience and also clinical outcomes for patients.

You may have seen us on the BBC news a few weeks ago when Productive General Practice Programme was featured.

Everyone has a key part to play in the day to day running of the Practice from receptionists, GP's, nursing staff, practice managers, secretaries and dispensers, so it is vital that everyone works together to make improvements to the practice.

Some of the work we have done is around our appointment system. The areas we have been looking at are:

- How many appointments are wasted when patients fail to attend (see the display in the waiting room)
- How many patients are offered an appointment that fully suits their needs
- How many patients are not able to have the appointment of their choice and the reasons behind this.
- How many appointment requests were made and how many appointments were available.

However, we don't want to make any changes "for change sake" and any changes that are made will be for the benefit of our patients and staff.

We have also undertaken two "in house" surveys:

- "What do our Patients say about us?"
- What do our staff feel about the Practice"

The results of both of these surveys were very pleasing and positive.

We will be repeating all of these surveys within the next month to look at any changes and we will display the results in the waiting room

We are keen to seek our patient's views – if you want to find out more – please look on the Productive General Practice website: www.institute.nhs.uk/productivegeneralpractice.

We are also involved in a project called "Your Welcome" which seeks to get the views of young people aged 13–19. We will include more information about this in our next newsletter.

Patient Participation Group

We want to hear what our patients think about the services we offer, (patients of all ages) as this helps us to make decisions about the services we provide. Our Patient Participation Group is a forum for patients to express their views and find out more about what we are doing now and become involved in decisions that we are making for the future ie **appointments, access, services provided.**

The meetings are held at Welbeck Road Surgery and start at 6.30pm. The dates for future meetings are:

- Weds 20th July 2011
- Weds 19th Oct 2011
- Weds 18th Jan 2012

New Members always Welcome.

Please see our website to see the minutes of the last meeting.

www.welbeckroadsurgeryco.uk

Repeat Prescriptions

You are able to order your prescription online. Its secure and easy to use. Just go to the web site.

www.welbeckroadsurgery.co.uk and follow the instructions.

Or post requests Via royal mail or by hand through the letterboxes both outside and inside.

It is also possible to fax it to us on 01246 240781.

We **DO NOT** accept prescription orders over the telephone for reasons of patient safety.



Some of the Ladies at Welbeck Road Surgery are taking part in the Race For Life this year on Sunday 19th June at 10.30am.

All donations will go to Cancer research. If you would like to sponsor our team ask at Reception for more details.

SMS Text Messaging Service

We now using a text Messaging to remind patients that they have an appointment with us.

Please ensure that we have an up to date mobile number for you.

Please note— only details of your appointment time will be included in the message— specific patient details will not be disclosed for confidentiality reasons.

Please note—If you do not want to receive text messages please let a member of staff know and we will ensure the computer records are updated accordingly.



FUND RAISING

Some of you may be aware that we have an ongoing book sale taking place in reception. All books are 50p and all donations go to charity. We rely on staff and patients to donate their unwanted or read books to keep this sale going.

So far the surgery has raised over £1000 towards various charities.

We would like to take this opportunity to thank everyone for their generosity, support and donations—please keep them coming in.

Macmillian	£550
Comic Relief	£350
Race for Life	
(current Total)	£350

THANK YOU

Hay Fever

Its that time again!

Remember to order your tablets, sprays and drops in good time.

Exam time, weddings, interviews etc. can be a particular concern for sufferers.

If your medication is not on your list of repeats, but you have had it before ask at the dispensary they may be able to arrange medication without seeing a doctor or nurse.

DNA's (Did Not Attend) Wasted Appointments

Did you know on Monday 6th June 10 appointments were missed. That's 3 hours of wasted time. In that time you could have driven from London to Brighton and back again.



Did you know last week 50 appointments were missed. That's 11.5 hours of wasted time. In that time you could have taken two round trips from London to New York on concorde.



Did you know last month 185 appointments were missed. That's 41.75 hours of wasted time. In that time the nurse could have given 5010 flu jabs.



Please let us know as soon as possible if you are not able to keep your appointment. Due to heavy demand there is currently a wait for routine appointments.

Do we have your latest details recorded on our files?

Have you recently

- Changed your address?
- Changed your home/mobile telephone number ?
- Changed your surname?
- Had any other change in your personal details?

If so, please let one of the receptionists know so that we may update our records.

Please help us to help you by making sure that your details on our system are as up to date as possible.

THANK YOU