

# Nethergreen News January/February 2007



## CHANGES TO DOCTORS

As you are aware, Dr Yates has now retired, and we are pleased to welcome Dr Karen Joshi as her replacement. Some of you will already know her, from her time covering 2 Partners on their Maternity Leave. Dr Joshi will be working Monday afternoon, Wednesday morning & evening, and Friday morning & afternoon.

A list of all the Doctors working sessions is given below:

Dr Barclay: Monday morning, Wednesday morning & afternoon, Friday morning & afternoon

Dr Smith: Monday morning & afternoon, Tuesday morning & evening, Wednesday morning, Friday morning and afternoon

Dr Broadbent: Monday morning & afternoon, Wednesday morning & evening

Dr Cummins: Monday morning & evening, Tuesday morning & afternoon, Thursday morning, Friday morning

Dr Ludlow: Monday evening, Tuesday & Wednesday morning & afternoon, Thursday morning

Dr Lee: Monday morning & afternoon, Tuesday morning & evening, Thursday morning, Friday morning & afternoon

Dr Joshi: Monday afternoon, Wednesday morning & evening, Friday morning & afternoon

Dr Lockwood: Monday, Tuesday & Thursday mornings

## WAITING TO SEE A DOCTOR

Sitting in the waiting room, waiting your turn to see the doctor, is not most people's idea of fun. It is both stressful and a waste of time, and the waiting room is not a particularly healthy or germ free environment! Perhaps surprisingly, one of the things the doctors least like and find most stressful is running behind in our appointment times and thus keeping our patients waiting; so not good for you, and not good for us.

Our booked appointments run at 10-minute intervals. On average this works out about right; if we allowed longer we would have to see fewer patients and so patients would encounter greater difficulty in booking routine appointments. If we had shorter times our consultations would be less adequate or be even more likely to overrun.

However 8 or 9 minutes with the doctor may not be sufficient for your needs on every occasion. We would suggest the following simple steps to try to help prevent us from running late.

If you have a problem that you think may be long and difficult please ask the receptionist to book you a double appointment; we welcome this.

Please avoid bringing multiple problems to a single consultation. It is much more in your interests to have separate appointments for separate problems.

Even though we may run a little late, please try to be here on time for your appointment. One late or over-running consultation at the beginning of a surgery will make 13 people all have to wait an extra 10 minutes each!

Just occasionally, we are called out on emergencies. This can create havoc to the smooth running of a surgery, but it is clearly unavoidable. We apologize should this affect you but ask for your forbearance under these difficult circumstances

## **WHAT OUR RECEPTION AND ADMIN STAFF DO**

We have 10 receptionists/ admin office staff, a Reception Supervisor, and a full time Secretary, as well as a Manager and Assistant Manager.

The reception team answer the phone and greet you when you walk through the door. They have the impossible task of making everyone the appointment they need or want, as soon as they want it, without overloading the doctors and nurses, and still managing a smile. The partners decide on the number and availability in advance, or on the day, of those appointments, but the receptionist have to tell you, the public, that not everyone can be seen exactly as they would like, and then take the resulting flak. A 'quart into a pint pot' is an everyday task for a skilled receptionist.

They also book transport, arrange clinics, maintain the paper records, tidy rooms etc etc

Our Reception Supervisor (Liz) also arranges the visits that the doctors have to make each day, after morning Surgery. Depending upon the number requested (often up to 3 or 4 per Doctor per day) this can take up a lot of her time, and also eats into the Doctors time between morning and afternoon surgery.

The secretary types over 2000 letters a year referring patients to hospital and innumerable phone calls in trying to speed up those referrals. Another 1000 or more letters go to patients offering clinic and review appointments.

The admin side of the staff's role is to feed and maintain the computer system and find replies to the governments constant requests for information about our every move. They use the computer to find out who needs to come to clinic or who hasn't had the check up they need. They print all repeat prescriptions, (of which there are at least 500 each week!), scan letters into patient records (again at least 500 each week), process insurance reports plus other tasks too numerous to mention.

Our two resident summarisers summarise medical records for new patients as they arrive, ensuring all relevant medical information is put on the computer, and they are also currently in the process of summarising all 9000 sets of notes onto the computer, so that eventually, all your clinical details will be held on our computer system at Nethergreen.

So, next time something at Nethergreen doesn't quite go to your plan, please spare a thought for the girls who will be taking the brunt of your frustration!

## **NEWSLETTERS 2007**

This year I'm probably going to produce a Newsletter every 2 months, rather than monthly.

If you have any ideas for articles in future Newsletters, or if there's any information about us that you think would be useful to know, please tell me.

Richard West  
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