



Welcome to the first edition of our 2010 Newsletters .

To start the year, we've got some exciting news about our **opening times!!** as well as changes to the Reception staff and improvements to the Nursing times.

OPENING TIMES:

We've been aware for some time now that by closing on a Thursday afternoon, we aren't giving our patients the very best access to our services; so, after some discussion in the Practice, I'm pleased to advise you all that with effect from April 1st 2010, Nethergreen Surgery will be open to patients from

8.00 am—6.30 pm Monday to Friday.

Our first appointment will be at 8.00 am in the morning, with the last appointments being around 6.00 pm each night - but from April 1st onwards you'll be able to call in or contact us by phone right up to 6.30 pm each day; I'd also like to reiterate that we have been open to patients every lunchtime (apart from Thursdays) for the last two years and now that will extend to Thursdays as well.

We are doing this as we are conscious that our patients deserve the greatest access possible to the GP and Nursing services that we offer, and this improvement to opening times will put Nethergreen Surgery at the forefront of opening hours in the city, as apart from the One Medicare Centre on Broad Lane, no other surgery in the city will be offering the contracted opening hours that we will be doing.

NURSE APPOINTMENTS:

Again we've been looking at the provision of Nurses appointments for patients, and we've realised that many of you may need to book an appointment outside of normal 9-5 working hours so, from March 1st, on Mondays and Tuesdays, you'll be able to book an appointment with Liz Smith up to 6.00 pm each week.

Alongside this, Elaine Ellis will be working Tuesday afternoons in addition to her current sessions, so again, we are looking to provide as much flexibility as possible for you when it comes to Nurses appointments.

DR JOSHI:

Karen will be returning from Maternity Leave at the beginning of March, and we welcome her back. Unfortunately, that means that Dr Madhu's locum commitment with us will finish, but as we know many of you have formed a relationship with him, he will be staying with us after the locum period has finished and I'll let you know his sessions once these are Finalised.

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STAFF CHANGES:

Sue Perkins will be retiring from the Surgery during April, and along with Jackie leaving last November, and Judy in the summer of 2009, we've quite a few hours to fill!

We've already started recruiting new staff, as Grace Bradbury has joined our team from January 1st as a data inputter/admin clerk—she'll be dealing with most of the repeat prescription requests that come in, as well as scanning and filing all the letters into your notes, along with a few other admin jobs; however, you'll probably not see much of her as she works in one of the attic admin rooms!

Also, from January 18th, there'll be a new face on the Reception desk and voice on the phones. Lucy Sayliss will be joining us and will be working most mornings except Tuesdays—some of you may know her from the Monday night surgery where she's the Receptionist working then, but she's now decided that she wants to work more hours with us.

I'd ask you all to be patient with her as she learns the ropes over the next few weeks.

We've also got a vacancy for another member of staff to work mainly in the afternoons and evenings—I'll be advertising the post shortly, so again at some stage in the near future, you'll see another new face!

While we are talking about staff, I need to point out an incident that occurred recently, where a patient unleashed a tirade of abuse at one of the staff on the desk, for apparently no reason other than that person appeared to be having a bad day. Three other patients in the waiting room at the time were appalled at this person's behaviour—this isn't acceptable. All the Reception staff do an excellent job often under trying circumstances, both from within the Practice and from patients. If something occurs that isn't to your liking, please don't take it out on the staff, but instead, talk to me.

GROUND FLOOR ALTERATIONS:

These are almost complete, and I thank you all for putting up with the disruption over the last 3 months or so.

By the end of January, the extra ground floor consulting room should be in use, and the alterations to the cellars and family waiting room will be more or less finished.

We've just to have new flooring put down in all the ground floor areas that have taken the brunt of the alterations, and the final piece of the work is the installation of the new automated check in system, which should be installed by the end of March

We'll have staff, and members of the Patient Participation group on hand to show you how to use the automated check in system, which I'm sure you will find extremely useful and save you queuing at the Reception desk!

PATIENT GROUP:

This has been running for almost 12 months now, and I think all the members of the group have found it useful in gaining an insight into how the Practice works, and we have found it useful in finding out the issues that concern patients. As a group we've come up with some ideas to try and improve the service to all 9400 patients—**but**, it would be nice if there was a wider age representation on the group, especially from the younger end of our patient base.

If you can spare a couple of hours on a Monday night every 3 months, and are interested in finding out more about your local Practice, then please get in touch with me, or come along to the next meeting on March 8th, at 6.30 pm here.

FINALLY:

These are exciting times for the Practice, —we are totally committed to providing the best service to our patients at all times and I hope the improvements to the services that I have mentioned overleaf reflect that commitment.

If any of you have any other suggestions how we can further improve this service, please let me know.

Richard West
Manager
January 2010