



Welcome to our 3rd edition of our 2010 Newsletters .

Everything is fairly quiet at the moment, so I haven't much to report!

I hope you are all benefiting from our new improved **OPENING TIMES** of **8.00 am—6.30 pm Monday to Friday** and from the **CHANGES TO DOCTORS SESSIONS** that I covered last time.

The afternoon appointments are certainly being filled up each week, and the Reception staff tell me that footfall and phone calls are gradually increasing. Remember as well that we continue to offer the pre-booked appointments facility on Monday evenings 6.30—8.30 and Saturday mornings 8.00—10.40.

As well as thus. all our new staff, Grace, Sally and Rachael, seem to be settling in well, and our latest retiree, Sue Perkins, has recently taken delivery of another donkey, bringing her menagerie up to 2 donkeys and 6 sheep!

This brings me neatly onto the next item, being the **PATIENT PARTICIPATION GROUP**

As I mentioned in the last Newsletter, this has been running for over 12 months now, and at the last meeting in April, all the members of the group have commented that they had 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 though we recognised that perhaps not all of you are aware of the group and what it's done over the last 12 months, so during the week starting June 14th, some of the patient members of the group will be "mingling" with you while you are waiting for your appointment;

They'll be asking you a few questions about the Surgery (what you think of the opening times, how easy/difficult it is to obtain appointments and get through to us on the phone, and what we could do to make communication better), as well as talking to you about the group, as it would be nice if there was a wider age representation on the group, especially from the younger end of our patient base.

I hope you will spare a few minutes to talk with them, and maybe it might inspire you to spare a couple of hours on a Monday night every 3 months, and join our group! The next meeting is Monday July 12th at 6.30 pm

(pto)

PATIENT SURVEYS:

You'll all now be aware that these are conducted quarterly by Mori on behalf of the Department of Health, and the results for the first three quarters of 2009/10 (April— December) have now been published and can be obtained on line from <http://results.gp-patient.co.uk/report/main.aspx>.

We expect the full years survey results to be available in July.

There's just a couple of more items that need mentioning.

Firstly, we are fast approaching the holiday season, when staff, both Clinical and Reception/admin, in the Practice are sometimes down to the bare minimum. We do try to cover as many of the Doctors surgeries as possible, but often appointments can be difficult to obtain.

So I'd like to ask you to bear this in mind over the next few months if you are ringing for an appointment, be it an urgent on the day appointment, or one in advance, or if you are ringing with a query,

Is the urgent on the day appointment really urgent?

Do I need a face to face consultation or would a telephone consultation suffice?

If there's a queue at the Reception desk and only one person on duty, will my query wait for a few days/ can I ring from home about it?

We'll try to meet all your requests but please bear with us when we are short staffed!

Lastly, an **ADVANCE NOTICE** of some appointment disruption.

At the end of August, we'll be changing our clinical computer system.

The new system will give us more functionality than our present one, and is the one that many PCT's, Practices and hospitals use throughout Yorkshire, so we'll eventually have a more integrated system.

This change will inevitably involve a tremendous amount of preparatory work and staff training over the next few months, and when we do swap over, we will unfortunately need to restrict the appointments to book on the day for a short period of time.

We'll try to keep this disruption to a minimum, and I'm sure you'll bear with us in this period. I'll give more detailed information about the disruption in the next Newsletter.

As ever, we remain totally committed to providing the best service to our patients at all times, but if any of you have any other suggestions how we can further improve this service, please let me know.

Richard West
Manager
May 2010