

PRACTICE PRESS

Patient Forum Report

We are a group of patients who meet bimonthly and our names are displayed in the surgery. Patients can use us to take up any issues or complaints on their behalf.

Changes have recently taken place nationally to enable patients to access support, information and care for minor problems from Triage nurses and Pharmacists. This enables GPs to see the maximum number of patients during surgery hours.

Many patients are still under the misapprehension that they have “their own doctor”. This is no longer the case but if the GP of choice is available then an appointment will be made. Patients will always be seen on the day if it is urgent, but may have to wait until a GP is free. It is a sad reflection on us, as patients, that many appointments are not kept. An average of 20 appointments per week with a doctor are lost due to patients failing to attend. It would be common courtesy to let the reception know if one cannot attend. This would free up more GP availability.

Receptionist have a difficult job coping with issues and complaints. Abuse is not tolerated in the Health Service, nor would we expect it delivered to ourselves. There is a lot of pressure on front-line, staff managing telephone call, appointments, tasks, result enquiries etc and some patients do not realise this.

Please do use the Patient Forum Team—we are there as your representatives.

FORUM MEMBERS: Dr Jaggs-Fowler: GP, Mr Gary Hunter: Practice Manager, Deborah West: Chair, Robert Lyden: Patient, Rosalind Halstead: Patient, Jenny Russell: Patient, Ursula Vickerton: Patient, Tom Hornsby: Patient

Thank you Rosalind Halstead.

Care Data

A new information system has been developed, which will make increased use of information from medical records with the intention of improving health services. The system is being delivered by the Health and Social Care Information Centre (HSCIC) and NHS England on behalf of the NHS.

The NHS can use this information to get a complete picture of what is happening across health and social care and to plan services according to what works best. The new system will provide joined-up information about the care received from all of the different parts of the health service, including hospitals and GP practices.

Your date of birth, full postcode, NHS number and gender rather than your name will be used to link your records in a secure system, managed by the HSCIC. Once this information has been linked a new record will be created. This new record will not contain information that identifies you. The type of information shared, and how it is shared, is controlled by law and strict confidentiality rules.

For more information please go onto our website <http://www.centralsurgery-barton.co.uk/> and visit the page Sharing of Records which has links to FAQ and NHS England on the page for more information or visit www.nhs.uk/caredata or ask one of our reception staff.

If you would like to opt out of your information being shared, please inform the surgery and we will ensure the appropriate information is added onto your record, to allow you to do this.

Starters and Leavers

Leavers

We are sad to inform you Melanie Chapman left the reception team on 4th April and Nathan Dickenson in dispensary will be leaving us on 27th June, we are sad to see them leave but we wish them the best of luck for the future.

Starters

Dr A. Al-Hadithi joined us on 6th January, Dr Al-Hadithi has special interests in gynecology, sexual and reproductive health and dermatology. Helen Lawtey joined the nursing team as a healthcare assistant on 5th March. Dr A. Chaudhri joined the surgery on 1st May. Emily Dodds joined the reception team in Barton on 23rd April.

News and Notices

The Surgery is now offering an email service to keep you up to date with the Surgery's newsletter and other information. The email is purely for receiving information about the Surgery and not for ordering repeat prescriptions. If you would like to receive updates you can collect a form from reception to fill in with your details and we will add you onto our mailing list or you can email directly.

If you would like to email the Surgery please include your name and date of birth and we will add you onto our contacts.

Email address: central.surgery@gmail.com

Please do not send requests to the email address as they will not be acknowledged, the emails are not monitored at all times. If you would not like to receive emails any more simply send STOP and we will remove you from our mailing list.

Achievements

We would like to congratulate Dr Jahangir and Dr Rauf in their achievements. Dr Jahangir has successfully completed a Diploma for Primary Preventions of Cardio-Vascular disease. Dr Rauf has been appointed as Clinical Lead of End of Life Care for North Lincolnshire Clinical Commissioning Group.

Travel Clinic

The surgery offers a complimentary travel service. Please allow a minimum of 6 weeks prior to travelling.

Minor Ailments Scheme

For all minor ailments you are now able to get free advice from North Lincolnshire Pharmacies. Also, if you are exempt from paying for your prescription, you are also entitled to free treatment. Under the Minor Ailment scheme the pharmacist is able to help with many different conditions, for example:

- Athletes Foot
- Conjunctivitis
- Cystitis
- Diarrhoea
- Haemorrhoids
- Hayfever
- Headlice
- Insect Bites and Stings
- Nappy Rash
- Temperature
- Threadworm
- Thrush
- Warts and Verrucae
- Etc...

If you are exempt from paying for your prescription, the pharmacy will require evidence that this is the case. If you do normally pay for your prescriptions, the Pharmacist may be able to advise you on a suitable medicine and you will not be asked to pay more than the cost of a prescription. For further enquires, please ask at either your local pharmacy or at Reception.

Central Surgery

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Missed Appointments

Doctors

March — 97

(equivalent to just over 16.5 hours lost Doctors time)

April — 74

(equivalent to just under 12.5 hours lost Doctors time)

May — 63

(equivalent to just under 11 hours lost Doctors time)

Nurses

March —224

(equivalent to just over 49.5 hours lost nurses time)

April — 200

(equivalent to just under 43.5 hours lost nurses time)

May — 232

(equivalent to just under 48 hours lost nurses time)

NON-ATTENDANCE OF APPOINTMENTS

You will note from the above figures that we still have problems with lost appointments from people who fail to attend a pre-booked appointment (often on the day of booking) because they fail to telephone and cancel their appointment.

The surgery is now writing to patients who fail to attend two appointments informing them that they will be removed from the practice list should they fail to attend a third appointment within a year.

Please do cancel appointments that you no longer require so that it can be offered to someone else.

“WHY CAN'T I GET AN APPOINTMENT?”

This is a question we often hear and are very much aware of the difficulties you as patients have in making an appointment with us at Central Surgery & Goxhill Surgery. Therefore we thought it would be helpful to try to explain some of the reasons in this brief leaflet so that you have a better understanding of the problems facing most family doctors and indeed the NHS at this time. This problem is not unique to this surgery. Many other surgeries around the country are having similar issues.

1. At 8am we have six members of staff taking calls in Barton and two in Goxhill. This means that appointments are booked very quickly. We politely ask that you keep your call to us as brief as possible at this time to enable us to deal with as many patients as possible in the shortest time. On average we deal with around 800 telephone calls per day, this figure being around 1400 on Mondays.
2. A number of patients requesting an appointment have a short term illness which can be managed without seeing a doctor. Short-term coughs, colds, sore throats etc do not need to be seen by a doctor. You can manage these illnesses yourself by visiting the chemist. If you do not pay for your prescriptions, ask the chemist if you can sign up to their minor ailments scheme. By doing this you can still receive any medication you require free of charge.
3. There are still too many patients who have booked an appointment and then don't keep it. If you no longer require an appointment which you have booked with us, please let us know so that this can be given to someone else. We lose an average of 20 appointments with a doctor per week as a result of patients not keeping their appointment.
4. There has been a huge increase in work passed to family doctors from the hospital over the years. There is pressure on family doctors to reduce admissions to hospital and for patients to be discharged from hospital much sooner back to care at home. We have tried to manage this by increasing our workforce from eight doctors to ten doctors, this without any additional resources or funding from the Government. Indeed funding has gradually been reduced over this time period.
5. In respect of point 5 above our doctors typically consult face to face with patients for around seven hours during a full working day. Another hour or more will be spent on home visits. Each doctor's appointment within the surgery is set at 10 minutes. Most consultations will also generate further administration in terms of arranging onward referrals to hospital or booking tests which can only be done outside of surgery time. Typically each doctor will require more than two hours per day for this task.
6. The surgery processes around 800 repeat prescriptions per day. Each of these must be checked and signed by a doctor.
7. The surgery receives around 350 hospital letters and test results per day. Each must be read by a doctor and then acted upon accordingly, either by recalling the patient, arranging further tests or adjusting repeat medications.
8. We always aim to ensure that patients with a medically urgent problem requiring to be seen urgently can do so on the same day. This is why we restrict the number of forward booked appointments.
9. Our phone lines open at 8am each weekday morning. They are pre set on a timer so that when the telephone system clock reaches 8am the telephone starts to ring. If you call at 7.59, our phones will not ring; you will reach the emergency out-of-hours message. We have eight incoming lines at Barton and two at Goxhill. This means that if you are the ninth person trying to call Barton you will receive an engaged tone and must redial. Please DO NOT use the “ringback” facility on your phone as this does not work on multiline exchanges like ours.