

Issue 8

January 2009



St. Mary's Newsletter

Welcome to Edition 8 of St. Mary's News

Our aim is to brief you on any changes and news that may affect you or your family with your care pathway here at St. Mary's.

The Partners & Staff wish all our readers a very Happy New Year.

What is Repeat Dispensing

Do you get the same medicines regularly? Do you use the same pharmacy?

Repeat dispensing is a new way of getting the medicines or other items you or your child uses regularly without asking your doctor for a prescription each time. The patient receives a repeatable prescription, which gives details of how many instalments the prescription contains. This is accompanied by the correct number of 'batch issues', one for each time the medicine is to be dispensed. Both the repeatable prescription and the batch issues are required for medicines to be dispensed. These are to be given to the Pharmacist.

If you are stable on your medication and are interested then please ask for a leaflet at the practice or speak to Marie.

HPV Vaccination

If you were born between 1st September 1990 and 31st August 1991 then you are entitled to the HPV Cervical Cancer Vaccine. The vaccine that you're being offered protects against the two types of the virus—types 16 and 18—that cause most cases (over 70%) of cervical cancer. It does not protect you against all cervical cancers, so it's essential that you have cervical screening (tests) when you are older (25 and over in England). For further information please ask at reception for a leaflet. Year 8 children will have their vaccine offered at school. If you child misses their vaccine then once we have received the relevant paperwork they will be invited here.

PLEASE HELP US TO HELP YOU!

DNA's - Missed Appointments

Sep : Nurses 73 : Drs 46

Oct : Nurses 76 : Drs 37

Nov : Nurses 54 : Drs 41

Dec : Nurses 58 : Drs 30

EMERGENCY AND

OUT OF HOURS

COVER IS RUN BY

MEDDOC

01634 891855

Surgery Updates

Phlebotomy Clinic

On Monday morning's from 9.00 a.m.—12 noon we hold a blood test clinic. So if you have a doctor/nurses appointment here at the surgery on a Monday and a blood test is required, REMEMBER no need to go to the Keystone Centre or the hospital.



Extended Hours

We as a practice have signed up to the extended hours enhanced service and listened to the majority (40%) of our patients who filled out the GPAQ questionnaire and wanted a weekend service. We offer sixteen appointments for patients unable to attend within our core hours. Our core hours are Monday to Friday between 08.30—18.00.

Please note that our doors will not be open so prescriptions etc. cannot be handed over. If you have an appointment please use the intercom.

Please note these appointments are strictly for patients who cannot attend within normal surgery hours. Staff are being asked to screen patients with particular questions when booking these.



Did you not attend your Appointment— Did you remember to cancel it?

If you have an appointment and do not need it then please cancel it.

Remember appointments not cancelled means that somebody cannot get the appointment they need—and it maybe YOU next time!



A reminder to you all—Duty Doctor

Duty doctor is here for one off ailments not ongoing treatment/issues, and, he/she can give you upto 10 minutes to help treat you. The whole idea of having a duty doctor is to ensure we can offer you an emergency doctor service. So please do not abuse the system.

If you need a **pre-booked appointment** to discuss your ongoing problems use our pre-bookable system which can be used 6 weeks in advance.

Practice Website

You can now not only just visit us at:

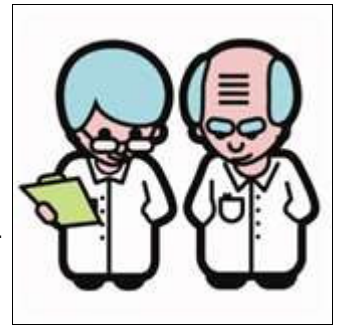
www.stmarysmedicalcentre.co.uk

but order repeat prescriptions online choosing your local chemist to pick it up from but also change your personal details like a change of name or telephone number.

If you have friends and neighbours who wish to register with us this can all be done via our web-

We are a Training Practice

What does that mean? Well we train and mentor doctors and medical students. Dr. Pancholi is our trainer and tutors our attachments. You will see signs in the practice explaining who is who but as a breakdown please note the following:



Medical Student from St. George's Hospital : Is a final year medical student and is attached to the practice for five weeks and shadows all of our clinical team including our shared services i.e. pharmacies, hospice, district nurses and local clinics. Our medical students will also carry out clinical audits as part of their studies.

FY2 : Is a Year 2 Doctor (junior doctor) in their middle years of training. They shadow our clinical staff and are mentored by all of the clinical team here at St. Mary's. Our FY2 attachments will see patients and have their own lists whilst they are attached to the practice (4 months). Our FY2 doctors will also carry out clinical audits as part of their studies.

ST3 : Is a junior doctor who is in their final year of training to become a fully qualified GP. Our ST3 attachments run their own surgery whilst they are attached to the practice (1 year). ST3 doctors are mentored by Dr. Pancholi.



Child Zone

We have designated a seating area in the waiting room, near the play area, for those of you with children. Parents can be seated near to their children in the play area thus reducing the risk of accidents.

Donations

Any kind donation for our children's area would be much appreciated. We are looking for any children's books that are in good order. Thank you in advance.

GPAQ PATIENT SURVEY

'THE RESULTS'

Receptionists

69.3% of patients said that they were treated well by the receptionists.

Opening Hours

57.2% of patients said that they were pleased with the practices opening hours.

Access

50.8% of patients said they got to see the doctor of their choice quickly.

62.8% of patients said they got to see any doctor at the practice quickly.

88.89% of patients said that if they needed to see a GP urgently they normally could on the same day.

48.3% of patients' rated their wait until the consultations begins as okay.

48.1% of patients rated their ability to get through on the phone as okay.

47.4% of patients rated their ability to speak to the doctor on the phone as okay.

Continuity of Care

54.5% of patients said that they generally see their usual doctor.

General Practitioner Care

75.9% of patients said that the doctor thoroughly asked about their symptoms.

78.7% of patients said that the doctor listened to what they had to say.

77.7% of patients said that the doctor put them at ease during a physical examination.

74% of patients said that the doctor involved them in the decisions about their care.

75.9% of patients said that the doctor explained their problems or treatment needed.

73.3% of patients were happy with the amount of time the doctor spent with them.

77.7% of patients said that the doctor was patient when they were asking questions or had worries.

76.2% of patients said that they were happy with the doctor's care and concern.

Enablement

59.5% of patients said that they were able to understand their problem or illness following seeing the doctor.

55.9% of patients said that they were able to cope with their problem or illness after seeing the doctor.

49.1% of patients said that they felt able to keep themselves healthy after seeing the doctor.

The Partners would like to thank all those patients that took the effort in completing these questionnaires.



Why not become a member of the Patient Focus Group.

The focus meetings are a forum to discuss individual experiences of frustrations or pleasures. We can look at ways of improvement and ensuring that we don't change practices for the sake of it.

If you would like to join us or share your views please contact our volunteer patient focus group members Christine on 01634 713331 or email her at chrisandmikekerr@talktalk.net or Richard on 01634 715968 or email him at Brandsman@aol.com



Suggestions

We are always looking at ways of improving our service and therefore if you have any comments or suggestions about the service we provide please ask for a suggestion form at reception desk.

In addition why not drop us a line at : stmarysmedicalcentre@nhs.net

Or contact Cathy, Practice Manager.
