

Scott Road Newsletter



Spring 2013



**Scott Road
Medical Centre**

Latest patient survey results now available

Inside this issue:

Latest survey available	1
Virtual PPG	1
Promote Your Event	1
To see the GP of your choice	2
Second GP	2
Same Day Appointments	2
New Staff	3
HYMS	3
CCGs and PCTs	3
Comments and Suggestions	3
Missed Appointments	4
Patient Survey Summary	4
Travel Vaccinations	4
CAB at Scott Road	4

Thanks to a lot of hard work and analysing of data from our patient participation group our latest patient survey is now available. Like last year's survey we once again focussed on how you our patients communicate with the practice – this includes making appointments, getting results and seeing the clinician of your preference.

We have seen improvements in most areas but one area in which we have been very disappointed is how long it takes you to get through on the telephone. We know that there are sometimes unacceptably long waits, and we have tried our utmost to improve this, but unfortunately due to complex issues around the way telephony has been brought into the practice despite persistent efforts to get our systems changed for the better this has not happened. We are hopeful that now the commissioning of services is changing we will be able to influence what happens to our essential systems such as this and that our telephone access in particular will improve.

To view the patient survey you can look on our website, ask for a paper copy at reception or look at highlights on the boards and the television in the main reception area. Alternatively we have summarised our action plan on the back page of this newsletter

Virtual PPG

We currently have a thriving patient participation group (PPG), who meet in the practice approximately every 2 months. However in order to be able to quickly get the opinions/thoughts of a larger range of patients we are setting up a “virtual” PPG.

This will be run through email and we anticipate that we would communicate with patients on this group several times a year to get their opinion on changes to services/proposals we might have.

If you would like to be part of this virtual group let us have your name and email address. You can do this through our website under Contact—Enquiry Form, or leave your details at Reception.

Getting to see the GP or nurse of your choice – some top tips!



We know that sometimes it may be up to 2 weeks or possibly longer in the school holiday period to see the clinician of your choice. One of the reasons for this is that the majority of our clinicians work on a part time basis with commitments to family or the university on the days they are not working. We appreciate that it can be frustrating when it is a while before you can get in to see the doctor you want to. Here are some top tips which might help:

- **Book ahead!** – if you know you will need to see a particular doctor in a month aim to secure your appointment by 2 weeks before it is needed – if you leave it to a few days before it is much less likely you will get to see the clinician of your choice.
- **Cancel unwanted appointments!** If you don't need an appointment you have booked, PLEASE CANCEL IT. It will then be made available to another patient and waiting times will decrease. We must all behave responsibly in this area and most would agree that simply not turning up for an appointment you have booked is not acceptable.
- **Get a reminder of your appointment.** If we have your up to date mobile number a reminder text will be sent the afternoon before.
- **Have a second GP you are happy to see!** If you know that it can be sometimes difficult to get to see your own GP, or you have a chronic health condition, aim to have 2 GPs that know your case well. In that case if one is away, or particularly booked up, there will be a second doctor who will have a good idea of your problems. Although of course all clinicians can read your computer record this is no real substitute for knowing you in person.
- **Sign up for online appointment booking!** This is probably the quickest way of booking your appointment with a doctor and is also the easiest way to cancel your appointment. To get your online access code simply ask during your consultation with your GP or nurse or bring a piece of ID such as a driving licence/passport to reception. If you have lost your code just ask and we will re-issue it.



Same Day appointments

As many of you know we operate a system whereby if you have an medical problem which will not wait for the next available routine appointment the receptionist will take your details and our duty GP or highly qualified nurse will call you back. They will assess the urgency of your situation and offer you either advice, a prescription or an appointment which may be that day or some time in the future. In general we believe this service works quite well, however since it has been introduced we are experiencing ever increasing numbers of calls to deal with in a 3 hour morning period our doctor and nurse may deal with upwards of 50 telephone calls.

These range from the truly urgent problems such as a seriously unwell child or a breathless adult to someone who has forgotten to order their prescription insisting that a new one be produced that day or they will run out. Clearly we would not leave someone without their medication and all calls however minor are dealt with that day. However please be aware that if you are using our Same Day Care service for a problem that you know is not really urgent you will be taking resources and time away from someone who really does have an urgent problem.

New staff

We are pleased to welcome a new nurse to our team. Emma Smith is an experienced practice nurse who will be joining us in May. She will do general practice nurse duties and specialises in contraception and women's health. Emma will work all day Monday and Thursday and Friday morning.

In response to your comments in our patient survey we have recruited an additional Receptionist. This means that we now have four people working in Reception each morning - our busiest time.

Hull and York Medical School

We would like to offer our thanks to all our patients over the years who have been happy to talk to our medical students one to one or have them sit in on their consultations. The first students that we had are now graduating as fully fledged doctors ready to embark on careers in general practice or hospital medicine and we are proud of the small part that we, in the practice, and you, as our patients, have played in their development.



As many of you will know we host 3rd year students in 8 week blocks who study general practice and mental health, and we also host 5th year students who study the full range of general practice. If you have a mental health problem such as depression or anxiety or alcohol or drug problems and would be happy to talk to one of our students about how these issues affect you we would be delighted if you could contact us through reception or talk to your clinician. It is hugely valuable for our students to see how mental health problems affect people in real life not just study them in textbooks or online!

CCGs take over from PCT

From 1st April there has been a massive change in the way NHS services are organised. Primary Care Trusts (PCTs) are no more and have been taken over by Clinical Commissioning Groups (CCGs).

Our CCG is the Vale of York CCG (VOYCC) and covers all of York and a wide area of North Yorkshire. It is responsible for commissioning secondary care services (mainly hospital services) and is composed of many more GPs than were on the previous PCT. The hope is that by having more GP input into what services are available to patients what is available will be more relevant to the local population. This is all very new to us and we have yet to see the impact on services which we will be available to offer – the only thing that is certain at the moment is that there will be changes!

We will keep you informed of important changes at relevant intervals. For more information on VOYCC please see their website: <http://www.valeofyorkccg.nhs.uk/>

Comments and suggestions boxes

We now have had new comments boxes in the main reception area to the left of the front desk and in the same day care area for some months. We would encourage you to use these to make suggestions/comments on any aspect of our service.

Scott Road Medical Centre
Scott Road
Selby
YO8 4BL

Phone: 01904 724400
Fax: 01757 213647
www.scottroad.org.uk

Missed appointments last year

In the last year **1609** doctors appointments and **1470** nurses appointments were wasted because patients did not attend the appointment they had booked

This is a total loss of **268 hours** of doctors appointment time and **367 hours** of nurses appointment time.

This is the equivalent of a full day of appointments for a GP and a nurse each week.

If you ever have difficulty booking an appointment, part of the problem is most definitely that people are booking appointments and then not cancelling if they do not need them.

Please do cancel if you don't need an appointment – this can be done online or by calling reception. Cancelled appointments will almost always be filled unless they are cancelled at the very last minute. Responsible use of our appointment system will ensure that everyone can be seen sooner.

Patient survey action plan summary appointment

Thank you to all those patients who completed the survey in Dec 2012 There were some positive comments, and some patients commented on improvements they have seen in the past year We have looked at what you said, and thought about the many ideas and suggestions you made and we plan to:

- Recruit an additional member of staff so that there are 3 receptionists and their manager working at our busiest times
- Review the whole telephone system once the necessary NHS local management support changes are in place
- Improve the speed at which telephones are answered
- Develop a new website that is managed 'in house' so it can be more up to date
- Continue monitor and update our Frequently Asked Questions folders
- Respond to feedback given by patients via our comment boxes

Travel vaccinations

As we write this the first daffodils are coming out and many of your thoughts might turn to holidays. If you are lucky enough to be going abroad please consider well in advance what travel vaccinations you might need. Just pick up a travel form from reception or download one from our website and hand it back in at reception at least 8 weeks in advance of your travel. This will give our nurses plenty of time to work out what you need to have and get you booked in in good time – some vaccinations can take up to 2 weeks to work.

A good website to refer to is www.fitfortravel.nhs.uk

If you want to use a private travel clinic you can, but be aware that there will be a cost and most of the vaccinations we offer are free.

Citizens Advice at Scott Road

After a very successful year of being able to offer our patients appointments with a CAB worker here in the surgery, the funding for this initiative has now ceased and unfortunately due to cutbacks CAB have not been able to secure any new funding. You will still be able to see a CAB worker though their office at the rear of 4 Park Street in Selby Tel 01757 701320 but unfortunately no longer here in the surgery

