

DORKING MEDICAL PRACTICE

at New House & Hillside Surgeries



NEWSLETTER

July 2013

PATIENT SURVEY FEEDBACK

A patient survey was conducted earlier this year and both the results and report can be seen on our website. Following on from the report, we thought you would like to know about some of the changes we have made as a result of the survey and also have answers to the questions asked by patients.

- We have increased the number of Medical Secretary hours by 14 hours per week.
- We have increased the number of Medical Receptionist hours by 24 hours per week.
- Ashleigh Lambourn has now joined us on a permanent basis and is proving to be a real asset to the reception team.
- Various staff training sessions have been arranged and we have planned more staff meetings to allow for more structured decision-making.
- Work has started on enlarging the back office to allow more receptionists to be available to answer the phones at peak times.
- We are still looking at ways to release nurse appointments online.
- We have started a logbook of any problems with repeat prescribing in order to help us identify patterns of errors and thus reduce them.
- Our website and leaflets have been updated but if you spot any inaccuracies, please do let us know.

ONLINE SERVICES & TEXTING REMINDERS

Just ask a staff member for a username and password and you can start booking your appointments and ordering your repeat prescriptions online.

Let us have your mobile number and we will remind you of your appointment time a few hours before it is due.

ANSWERS TO YOUR COMMENTS

- Did you know there is a public car park on the other side of South Street? Our car park is small so if you are able to cross the main road, please park there and save our spaces for those people struggling to walk.
- Did you know you can book double appointments if you know you need more than 10 minutes?
- Receptionists sometimes ask for details about you because the doctors require information – they are not being nosey!
- We will always endeavour to give you an appointment when you want it – if all the appointments have been booked this may not be possible. We will however, always fit you in if you have a medical problem that cannot wait – although it may mean that a doctor calls you back for more information first.
- The sit-and-wait appointments in the afternoons are for patients whose condition cannot wait until the next available routine appointment.
- We will remove infrequently used medications from your repeat slip from time to time to reduce the risk of the wrong drug being selected. They can always be added back if required again later.
- If you are having problems with using online appointments or online prescriptions, please call us and we would be happy to help.
- We are planning to put more raised seats in the New House waiting rooms.

ADVANCE CARE PLANNING FOR DEMENTIA - NEW HELP FOR CARERS

"Our Plan" is a new resource (funded by Surrey NHS) that helps families and Carers to support someone living with Dementia – to consider what may happen and to make a clear record of their decisions about health and future care. In six steps it provides guidance to prepare and plan for the journey with Dementia and provides some forms which help to record preferences and wishes for future care and medical treatment. Please see "Useful Links/Patient Leaflets/Dementia" on our website.



EUROPEAN HEALTH CARD

This allows access to state-provided healthcare in all European Economic Area (EEA) countries plus Switzerland at a reduced cost (sometimes free of charge). Everyone who is resident in the UK should have one and carry it with them when travelling in Europe. The EHIC is valid for up to 5 years. Presenting it entitles you to treatment that may become necessary during your trip, but does not allow you to go abroad specifically to receive medical care. However maternity care, renal dialysis and managing the symptoms of pre-existing or chronic conditions that arise while abroad are covered. Your EHIC will allow you access to the same state-provided healthcare as a resident of the country you are visiting.

However many countries expect the patient to pay towards their treatment, and even with an EHIC, you might be expected to do so. You may be able to see reimbursement for this cost when you are back in the UK if you are not able to do so in the other country. The EHIC is NOT an alternative to travel insurance. It will not cover any private medical healthcare or the cost of things such as mountain rescue in ski resorts, repatriation to the UK or lost/stolen property. Apply for a free EHIC online at www.ehic.org.uk.

SUGGESTIONS BOX – FEEDBACK

Thank you for all your comments.

Q Music in waiting room is nice but speakers need balancing.

A Thank you – we will do that!

Q You need to stick to appointment times.

A We do whenever possible; however the number and variety of problems that people need to deal with in a short time makes it extremely difficult to stick to a rigid timetable.

Q Sue Prior took my blood and she is a very caring, attentive lady – I never feel the needle.

A Thank you for telling us!

Q Allow fewer appointments per day to be booked so longer appointment times.

A We have to offer a certain number per day and our days are already getting longer! We open until 8.30 pm on three evenings per week.

Q Would like coffee and water dispensers.

A No money in the budget for coffee machines and we already have water dispensers. They are now in staff areas because children threw water and cups everywhere! If you would like water, please ask a staff member.

Q Do not have "book only on the day" appointments – ridiculous for those that work.

A 70% of our appointments are offered up to two weeks in advance. We also offer evening appointments for those that work full-time. We offer same day appointments in order to ensure that we always have some appointments left when the phones start ringing at 8am.

Q I want to see a Perspex guard up to protect receptionists from foul mouthed people.

A Having assessed the risk, we decided this was unnecessary at present.

Q I cycle but there are no bike racks.

A There are rings on the front and back walls of the building to chain your bike up.

Q Receptionists need to be more understanding and remember the impact their tone can make. Kindness is free.

A Thank you for reminding us that a smile costs nothing – we all forget sometimes!