

newsletter

Hello, and welcome to the latest edition of the Fairfield Park Health Centre newsletter.

You will notice that the topic of this edition is change. We are constantly re-evaluating how we provide our services to you and looking for ways to improve. The waiting room suggestion box and our annual survey provide us with valuable feedback on the changes that you would like to see and we try to respond positively to ensure we continue to provide an excellent service.

ALL CHANGE!

You will probably be aware from media coverage of some of the imminent changes to General Practice; most notably the introduction of 'Extended Hours'. The Government have been negotiating with GPs nationally to introduce GP opening outside of the current working hours of 8am to 6pm Monday to Friday primarily in order to provide appointment times for those people who find it difficult to attend appointments during current opening times, e.g. commuters.

Following discussion with the local Primary Care Trust we have agreed that, from September 2008, for an initial trial period of 7 months, the surgery will be open from 7.45 on weekday mornings. In addition to this we will also be holding a 'commuter clinic' on alternate Saturday mornings. These clinics will be for pre-booked GP appointments only. There will be no facility at the surgery on Saturday mornings for services such as repeat prescriptions and test results nor will there be a telephone service. The out of hours service will continue to be available to deal with any urgent or emergency care required.

ALL CHANGE (PART 2)

Many of you who have contacted the surgery recently will have noticed that we have a new automated telephone system. We have installed this system in order to enable us to handle the large number of calls we receive more appropriately. By offering callers three options we can ensure that all calls are directed to the most appropriate person and can be dealt with more efficiently. (Please note that if you do not have a 'touch-tone' phone, your call will automatically be transferred to our main

switchboard after a short interval). The new system should also reduce the number of calls being 'held' in a queue. We hope that you will see an improvement in the service and welcome any comments or suggestions you may have.

ALL CHANGE (PART 3)

Dr Dinwoodie's surgeries have changed from the beginning of June 2008. This has meant that some patients for whom Dr Dinwoodie is their registered Doctor have now been reallocated to one of the other doctors in the Practice. This is primarily an administrative process. The Practice is a partnership and patients are free to see whichever Doctor they want regardless of who their registered Doctor is. In order to ensure that we are still able to offer sufficient appointments we plan to appoint a new Doctor shortly.

YOUR SAY

We recently completed our annual patient satisfaction survey, and the results were encouraging. Using a standard questionnaire that is used by Practices across the country we were able to canvass patients' views on all aspects of the Practice's services as well as gaining valuable feedback on individual clinical staff.

But it wasn't all good news of course! Below are some of the areas that patients were less happy with and what we have done, or are planning to do in the near future, to improve.

- **Opening times.** A number of patients were unhappy that there are limited appointments outside normal working hours (i.e. 9am to 5pm). The surgery is currently open from 8am to 6pm, but as you will have seen elsewhere in this newsletter there are plans to introduce extended opening hours from September.
- **Problems getting an appointment.** Following our recent audit of appointments we have restructured a number of our surgeries and some clinicians' working times to provide more flexibility in our appointment system.
- **Difficulty getting through to the surgery on the telephone.** As mentioned earlier we have recently installed a new telephone system that should enable us to deal more appropriately and efficiently with the large number of calls we receive.

FAIRFIELD PARK HEALTH CENTRE ONLINE

We have recently launched a new website which includes information about the Practice, our services and staff, health information, news and helpful links. The website address is: www.fairfieldparkhc.co.uk Please log on and have a look at the site. Tell us what you think and what you'd like to see on the site so we can be sure that it meets your needs.

- **Lack of appropriate patient information available.** As already mentioned we now have a Practice website (www.fairfieldparkhc.co.uk) with lots of information and links to other useful websites.
- **Some patients felt that Receptionists are sometimes unhelpful.** All our receptionists are fully trained when they start with us and also attend further training throughout their time with us. This will be reviewed to ensure that appropriate training is received by all staff. We have recently recruited further reception staff to improve this service.

The Doctors and staff would like to thank all those who took the time to complete a questionnaire; your views and opinions are of real importance to us and help us to continually improve our services to you.

MAKING APPOINTMENTS

We offer a range of different options for appointments; please help us to continue to provide a good service by using the appropriate appointment for your individual needs.

Routine appointments. 10 minute booked appointments with a GP; these can usually be booked up to 1 month in advance.

Urgent appointments. 5 Minute appointments, bookable on the day for urgent or same day appointments. There are only a limited number of these appointments on any day, so if your need is not urgent, please use a routine appointment, so that these can be held for more pressing cases.

We try to offer patients an appointment at the most convenient time, although this is not always possible. Please try to help us by considering which would be the most appropriate type of appointment and who with?

If you are unable to keep an appointment, please let us know as soon as possible so that we can offer the appointment to someone else. We now have a dedicated answerphone service for you to record cancellations of appointments so there's no need to wait in line on the phone. The answerphone is checked regularly throughout the day.

You may also find that your local Pharmacist can be very useful for help and advice about a range of ailments and treatments.

We can also offer a limited number of **telephone appointments**. These are 5 minute telephone appointments with a GP. These are particularly useful for medication reviews, discussing results etc.

You may also make appointments to see a Nurse or Health Care Assistant for some minor ailments, blood tests etc.

PRESCRIPTIONS

If you are housebound and have no-one to collect your prescriptions in person, we may be able to arrange for a home delivery from a local Pharmacy. Please ask if you require this service.

Please help the receptionists and yourselves by remembering the following key points when requesting a repeat prescription

1. Prescriptions may take up to 48 hours to prepare. Please try not to request prescriptions 'at the last minute'.
2. If posting and requesting a posted return allow extra days for any possible Royal Mail delays.

3. Urgent prescriptions may take at least 4 hours to produce and may require you returning to the practice as there are not always staff available immediately to process and sign them.
4. Prescription requests may be accepted by fax, letter, email and repeat slip. **Requests cannot be taken by telephone.**
5. Requests by fax, letter or email must include the following personal information:
 - Name
 - Address
 - Date of Birth
 - Collection Point
 - Full list of drugs items required

HOSPITAL TRANSPORT

Just to remind patients who are eligible for hospital transport to contact the practice at least two working days before the transport is required.

HELLO AND WELCOME TO...

the following staff who have recently joined the Practice:

Dr Claudia Rogers (GP Registrar)
 Emma Hughes (Receptionist)
 Wendy Stockman (Receptionist)
 Charlotte Haines (Receptionist)
 Laura Gilmour (Health Care Assistant)
 Christina Smith (Receptionist)
 Celia Bridger (Receptionist)

GOODBYE AND THANK YOU TO...

the following people who have recently left the Practice:

Jean Plaskitt (Receptionist)
 Sue Price (Receptionist)
 Anne Boakes (Health Care Assistant)
 Louise Willcocks (GP Registrar)
 Maggie Young (Triage Nurse)

CONGRATULATIONS TO..

the following staff who have recently become new mothers:

Dr Claire Thomas
 Dr Kelly Maguire
 Dr Hannah Mantri (previously Dr Cross)

CONTACT US

For appointments, please ring: 01225 480007
 For general enquiries please ring: 01225 331616
 To send us a fax, please ring: 01225 485522
 To email us: office.staff@gp-L81071.nhs.uk
 Website: www.fairfieldparkhc.co.uk

YOUR LOCAL PHARMACIES ARE:

CO-OPERATIVE PHARMACY,
 3 Claremont Terrace, Fairfield Park, Bath BA1 6EH
LARKHALL PHARMACY,
 1 St. Saviours Road, Larkhall, Bath BA1 6RT