



Elm Hayes Surgery Patient Newsletter April 2016

Opening Hours

Mon – Fri 8am – 6.30pm

Extended Opening Hours

Our extended opening hours are offered on Monday evenings from 6.30pm – 7.30pm and some Saturday morning appointments are available.

We now offer appointments on Monday evenings for diabetic checks, copd and asthma checks and annual healthchecks for our patients who cannot get here during the normal working day.

**Out of Hours Emergency
Telephone Number**

111

Surgery Closure - We are closed for staff training from 1pm on the following afternoons:-

21st April 2016
17th May 2016
6th July 2016

During these afternoons if you require a GP please call 111

Letter to Patients

We are aware that you are currently experiencing a longer wait than we would like for an appointment.

Elm Hayes Surgery now has over 8,500 patients registered with us – an increase of 12% over the last 6 years. Despite the fact that we have increased our GP capacity by 23% during the same time there are still times, especially during holiday periods or staff sickness, when we experience pressure on our appointment system.

In addition to face to face and telephone appointments our Doctors also have to deal with a large amount of:

- Letters/correspondence relating to patients which have to be actioned and filed
- Test results received which need to be actioned and filed
- Issue of prescriptions & changes to medication
- Home visits
- Meetings with other agencies
- Medical Reports
- Insurance Reports
- Nursing Home Ward Rounds

Unfortunately our Doctors may not be able to process requests for non nhs services such as letters for housing, schools, passport forms as promptly as usual. Your patience would be appreciated.

Please be aware that if you have a query regarding a referral or an appointment you can speak to the Doctors' Medical Secretaries by selecting option 6 on our telephone system. Medication queries, repeat fit notes and other general enquiries can also be dealt with by selecting option 4.

Due to Dr Roberts leaving us we are currently recruiting for another Doctor and also a Locum GP to help us cope with our workload but as you are probably aware from the media there is a national crisis in GP recruitment.

We do appreciate your patience and understanding.
*Drs Roy, Stephens, Tonge & Willcocks
Elm Hayes Surgery*



Local Patient Survey 2016

During February this year we carried out an in house and on line patient survey. The survey was offered to patients attending appointments at the surgery, sent to our Patient Participation Group and made available on our website. In total we received 250 responses. We were very pleased with the results which showed an improvement on the results of the National Patient Survey published in January 2016 in a couple of key areas.....

The national patient survey had shown that 42% of patients found it easy to get through on the phone. We have now increased the staff available to answer the telephones in the mornings and the latest survey results have shown that 90% of our patients find it easy to get through on the phone.

Nationally we were also slightly below average on waiting times in the surgery with 78% of patients waiting more than 15 minutes past their appointment time. We have now changed our emergency appointment system to allow the staff some time to catch up between patients and this has shown an improvement on the latest results with 31% of patients now waiting more than 15 minutes. The main cause of long waiting times remains patients who bring more than one problem to an appointment. Please book a double appointment if you have more than one problem to discuss and remember how it feels to be kept waiting yourself.

We continued to score very highly on helpfulness of receptionists , satisfaction with surgery opening times and overall experience.

We did receive some very positive feedback comments from this survey which can be viewed on our website www.elmhayessurgery.co.uk/ppg

Thank you to all who participated.

Staff News

Congratulations to Amie Redwood our Assistant Practitioner and her husband who are expecting her first baby due in the autumn.

Dr Bea Roberts is officially leaving us in April but will be returning to carry out some locum work for us in the short term until we are able to recruit a new GP.

PPG

We have recently relaunched our Patient Participation Group. We now offer a Patient Forum using "my PPG". If you would like to sign up to join discussions about how we can improve our services and the patient experience please visit www.elmhayessurgery.co.uk or complete a sign up form attached to Elm Hayes Surgery Patient Participation Group Leaflet.

Electronic Prescription Service

We are now able to offer an Electronic Prescription Service whereby you can nominate a Pharmacy of your choice anywhere in the Country and we can send your prescription online. This could save you the need to come to the surgery to collect your prescription and make the whole process quicker and easier. If you would like to take advantage of this service please advise our receptionists which Pharmacy you would like to nominate and we can arrange this for you.