

Castle Donington Surgery

Newsletter

www.castledoningtonsurgery.co.uk

Care Quality Commission Inspection

On 5 December 2017 we had our second CQC inspection and are pleased to announce that we have been rated as GOOD in all 5 areas:

- Safe
- Effective
- Caring
- Responsive
- Well-led

Appointment System

In an attempt to improve patient access to the appointment system we will be stopping the early morning ticket system from 1 May 2018. We are asking patients to telephone for an appointment and will be having several more members of staff answering the phones to reduce call waiting times. Please be aware that if you still choose to come to the surgery it will not guarantee you getting an appointment.

Active Signposting

The surgery has been taking part in the national drive to implement active signposting within the practice. This is a lengthy process, but planned changes will begin over the next few months. In order to improve patient access the doctors would like patients to provide as much information as they are comfortable with when ringing for an appointment. This is to provide the patient with the right support at the right place at the right time. Therefore in the next few weeks our receptionists will start asking patients the reason for their call. Please be aware that all of our staff are trained on information governance and data protection and sign a

confidentiality agreement. In addition, our receptionists undergo a DBS check.

Future Plans

Later this month work will commence on an extension to the surgery building providing 2 more consultation rooms and a larger admin area. The work is scheduled to take a total of 26 weeks to complete.

Steady Steps – Strength & Balance Exercise Programme

Are you over 65? Do you feel unsteady on your feet? Have you previously fallen or worry about falling? Would you like to improve your balance?

If you have answered yes to the above you may be interested in a new, free of charge, postural stability exercise programme helping to develop strength and balance for people at risk of falling. Local sessions are being held at Castle Donington Methodist Church on Fridays from 10.30am – 12.00 noon. Booking is essential. For more information and to book your place, contact Chris Mawbey on 01530 454785 or email:

Christopher.Mawbey@nwleicestershire.gov.uk

Staff Changes

Over the last few months we have had several changes to our practice team. In September 2017 we appointed Jason Punyer who is a clinical pharmacist with many years of experience. Jason will be seeing patients for medication reviews and appointments can be booked with reception.

In October we welcomed Kelly and Donna to the admin team along with Sarah to the nursing team. More recently we have had Holly join us in the admin team and Angie start as a receptionist.

Entrance C, London Road Community Hospital DE1 2GD Tel: 01332 224700
 open 8am – 8pm
Loughborough Urgent Care Centre
 Hospital Way, Off Epinal Way, LE11 5JY Tel: 01509 568800
 Open 24 hours

Test Results

The results line, which is open between 2pm and 4pm and answered by the admin team, can give out the following results to patients:

- Blood
- Ultrasound
- X-rays
- Swabs
- Stool samples
- Cervical smears
- Urine
- MRI scans

Other tests such as echocardiograms and colonoscopies are discussed with the patient by the GPs. Please be aware that if a hospital consultant has requested the test, it is the hospital's responsibility to inform the patient of the result.

Upcoming Closures

Bank holidays – closed all day

- 30 March 2018 - Good Friday
- 2 April 2018 - Easter Monday
- 7 May 2018 - May Day Monday
- 28 May 2018 - Spring Bank Holiday Monday

Surgery Opening Times

Monday - Friday: 8.15am - 6.30pm

Weekend: closed

Early morning surgery times run from 7.00am - 8.00am Monday to Wednesday and are pre-bookable only. These appointments are intended for patients who find it difficult to attend during normal opening hours.

Out of Hours Care

Options when we are closed

- Telephone NHS 111
- Attend a local urgent care centre:
Derby Urgent Care Centre

DNA's

Type of appt	No. of appts	Time lost
GP	487	81 hrs 10min
Nurse	216	25 hrs 40min
Blood test	104	8 hrs 40 min
Pharmacist	106	17 hrs 40 min
Midwife	18	5 hrs 30 min
Total	931	138 hrs 40 min

Over the last 6 months (August 2017 – January 2018) 931 appointments have been wasted totalling almost 139 hours of lost appointment time!

If you cannot attend an appointment please telephone the surgery to let us know so that the appointment can be given to someone else. For those patients who do inform us, thank you!

Suggestions/Ideas

- Too many notices on every wall – spoils the professionalism of the place
A: We have a lot of notices to display with limited wall space, but will look to tidy them up. However, as extension works to the building will commence this month we will probably wait until this is complete as the waiting room will be affected.
- Clean the car park and steps
A: The car park is council owned and they occasionally send a road cleaner round. We have asked our cleaner to keep the steps clean.
- Train receptionists in customer care
A: Our receptionists already attend

customer care courses. Any feedback, either positive or negative is always fed back to them.

- Fine patients £25 for missing appointments
A: We are not allowed to do this.
- Ensure patients adhere to waiting by the privacy sign in reception
A: Our receptionists remind patients regularly to stand back at the privacy sign if they ignore the sign.
- Provide a better system for obtaining alternative medication when the prescribed one is not available (being passed from chemist to GP)
A: We now get emails of out of stock issues from the local pharmacy, which helps reduce this problem. We have also employed a clinical pharmacist who can help deal with these issues.
- Get some Play Mobil for children
A: As soon as the building works are complete we will look at purchasing some new toys for children.
- Link GP appointment to the internet and make in real time
A: Unfortunately this is not technically possible.
- Provide a sample drop box so patients can leave samples as soon as surgery opens
A: Our receptionists have to check that samples have been labelled correctly before accepting them and also that they have been handed in before collection by the hospital, therefore our current system has to remain.
- Provide small chairs or beanbags in the waiting room
A: We will look at providing small chairs but are unable to purchase beanbags due to infection control.
- Have 2 people answering the phone in the morning
A: We currently have 3 people answering the phone (1 on reception and 2 in the admin office). However as

of 1 May we will have several more staff answering the phone in the admin office.

- Put BBC news on the display screen to stop people noticing how long they have been waiting
A: Our screen doubles as a call screen and advertisement site for relevant practice notices and is not for showing TV programmes.

Promotion of Patient Services

Online Access – Currently 22% of our practice population access our online services such as:

- Ordering repeat medication
- Booking and cancelling appointments
- Viewing recent test results and summary care record

We would like as many people as possible to benefit from this service. If you would like online access please contact reception providing photographic ID.

Summary Care Records

Almost every NHS patient has a Summary Care Record. This allows other NHS doctors and nurses access to a snapshot of your clinical record, no matter where in the country you are. For example, if you are taken ill whilst on holiday in Cornwall a GP or hospital doctor could access this, with your consent. The basic snapshot lists your medication and known allergies only.

The NHS are now encouraging patients to extend this brief snapshot so that, if the need arises, a doctor could access further information about your medical conditions and family history, again with your consent at the time. This is called the Enhanced Summary Care Record.

We are asking all patients if they wish to extend their Summary Care Record to include this additional information.

If you wish to have an Enhanced Summary Care Record, please let reception or your GP know.

Electronic Transfer of Prescriptions (ETP) / Electronic Prescription Service (EPS)

Patients can choose to have their prescription sent electronically to a pharmacy of their choosing. This can save time and help the environment by reducing the amount of paper that is printed. To nominate a pharmacy either contact reception or your chosen pharmacy to request this service.

Text Messaging, Appointment Reminders and Email Communication

We attempt to remind patients of upcoming appointments 24 hours beforehand. This hopefully reminds the patient to attend or cancel if need be.

We are looking at extending our methods of communications. We understand that not all patients have mobile phones, use text messages or access email, however a lot of patients do. This is why we are looking at replacing some traditional letters with text messages and email communication where appropriate. Again this reduces paper and can save time and cuts out waiting for the postman.

Keeping contacts up-to-date is important! We have lots of patients whose reminders fail to send because of out-of-date phone numbers. If you change your number, let us know as soon as possible.

Once up and running, those patients who choose to have their letters sent by text message or email will have to ensure their contact details are accurate at all times.

If you are registered for online services, you can manage your own contact details.

If you would like to choose how you would like to be contacted, please let reception know your preference.