

Patient Participation Group

Newsletter for Wiveliscombe and Milverton Surgeries

Issue 1 – January 2011



Welcome to the first newsletter of the Patient Participation Group. We aim to bring you news on a quarterly basis bringing you up to date on what the group has achieved on your behalf.

NEWS

New Surgery

Progress has been slow, the business case has been finalised and was presented to the PCT on 20th December 2010. This was the first major step forward in the planning process. The first draft plans are well under way, consideration for the internal layout has been amended (several times) and has now gone back to the architects for re-drafting. This is the first stab at the layout and will be the first of many changes.

The new surgery is to be located next to the Children's Centre on Croft Way, negotiations are well advanced between the contractor, General Practice Investment Corporation Ltd (GPI) and the District Council Planning Department regarding the development of the proposed site. As a group, we will be meeting with GPI on 13th January 2011 to discuss the proposed plans and this will be an opportunity for the PPG to look in some detail at the proposed building.

We are advised that the building programme will take approximately 11 months assuming all goes to plan!

Background to the Group

We came together as a very small group about a year ago in order to help patients understand what is available at the local GP practices in Wiveliscombe and Milverton and how to access those services.

Our thanks go to the founder members of the group, John Bone (Chairman), Peter Berman (Vice Chair), Linda Hatswell (Secretary), and Peter Moran, Practice Manager who has been the important link to the surgery.

What we do

To give you a clearer picture of exactly what we aim to do and why, please look at our new leaflet which you can access as a PDF from this website.

We hold meetings monthly at The Silver Street Rooms in Wiveliscombe. If you would like to get involved, please call any of the following members for a chat:

Linda Hatswell 01984 624182
Shelley Wilkes 01984 624374
Jenny Hoyle 01823 400529

M-Jog

We have quite recently uploaded new software called Memory jog or M-Jog. Your appointment will be texted to your mobile phone and arrives in the form of an automated voice reminding you of your appointment.

However, we do need to register your mobile phone number in the patient record if this is to work for you. If you haven't already done so, please let the reception staff know and they will register your phone number. This has helped enormously to reduce the number of appointments missed by patients. Many dentist practices currently use this system, you may be familiar with it.

Last month alone, we recorded 2156 booked appointments to see a GP of which 45 (2%) patients did not show up. This amounts to 7.5hrs or almost two additional GP surgeries. The Nurse appointments show 6.7% fail to attend rate, which is an additional 4.5 clinics.

Please, please call us if you cannot make an appointment and we can then quickly offer it to the next caller – it may be you one day needing an urgent appointment!

Patient Questionnaire

The PPG is about to publish a Practice Questionnaire which we would encourage you to complete and return to the surgery. We have identified areas which we think require improvement and would really like to know your views so we can make quick improvements to the benefit of all.

Repeat Prescriptions

Please make sure you give us 48hrs notice when ordering a repeat prescription. We do have to order drugs and medications as required which can cause a delay if the item is not immediately available from the wholesaler.

www.wiveliscombesurgery.co.uk

Many of you will have used our website to book appointments. We have had a few teething problems with the "Waiting Room" area of the site and would like to clarify a few points to help you on your way.

To register as a user you need to either phone the surgery or e-mail peter.moran@wivdocs.nhs.uk with your e-mail address. One unique e-mail address per patient is required.

This information is put onto a registration form and the patient will receive a welcome message with user name and log in details. The patient can then go straight to his or her records and order a repeat prescription or book an appointment.

Alternatively, you can phone the surgery to book a GP appointment for the same day; 2 days ahead; 6 weeks ahead or with a specific GP.

Telephone appointments can also be booked by phoning the receptionist and requesting a five minute telephone appointment with a GP.



Giving Up Group

If you would like help in giving up smoking, there is an excellent support network available to you. Please phone the surgery to register your aim to quit and you will be given an appointment with the practice nurse OR you can telephone the NHS stop smoking support network on 0800 0224 332

Suggestions Box

Finally we have a suggestion box at both surgeries – your feedback is important so that we can continue to improve services to patients on your behalf.

Surgery Reception

In order to check patients in more efficiently at the Wiveliscombe surgery, we have installed a touch screen appointments confirmation system. Patients are finding this easy to use and it has already eased queues at the window, which can sometimes occur when the receptionist is busy with incoming calls at peak times. Simply follow the on screen instructions and you are automatically signed in as being in the waiting area.