

Practice News

Spring 2012



STAG MEDICAL CENTRE
&
ROSE COURT SURGERY



Welcome to the first edition

I'd like to welcome you to this first edition of Practice News, a new publication aimed at keeping you informed about what is happening at the Stag Medical Centre and Rose Court Surgery.

We hope you find it interesting and useful, and would welcome any ideas about subjects you would like to see covered in future editions.

Publication will be quarterly, with Spring, Summer, Autumn and Winter editions planned.

We will keep you up to date about team arrivals and departures, new services on offer, useful telephone numbers, and some seasonal health tips and advice.

In this first edition you can read the results of a survey we carried out at the end of last year into patients' views of the new telephone triage appointment system. This feedback has allowed us to "tweak" the system to improve it.

We are always looking to improve the way we work, improve patient care and make the patient experience as good as it can be.

With this in mind we have also set up a Patient Participation Group to get patients' views and share them with the

Practice. You can read more about the PPG in this edition of Practice News, and how to get in touch with the Group.

Thank you for taking the time to read this newsletter. On behalf of the team at Stag Medical Centre and Rose Court, we very much hope you enjoy it.

Chris Thompson, Practice Manager



The new Patient Participation Group (PPG) was launched at the end of last year following a search for patient volunteers who were willing and able to devote a little time each month to the work of the Group.

We represent all patients at both Stag Medical Centre and Rose Court surgery, and our aim is to give your perspective on the services that are provided. We hope the Group will help break down any barriers and improve communication and information sharing.

This is a real opportunity for patients to influence decisions about which services are provided, how they are provided, and how

the practice is run.

Group members were recruited through expressions of interest publicised in the two surgeries. Along with representatives of the practice team, we currently meet monthly. We act as a "critical friend" and are an important point of contact between patients and the practice.

One of our first tasks was to set up a GP Assessment Questionnaire for the practice between mid January and mid March 2012. The survey could be completed online as a link from the practice website (www.stagmedicalcentre.co.uk) and paper copies were made available in both surgeries.

The results of the survey are

reported in this newsletter. We hope you will find them interesting, and thank you to everyone who took part.



Jenny Drew, Chair of the Patient Participation Group

Survey results – you told us what you think

We are continually striving to improve the service we offer to patients. With this in mind, a GP Assessment Questionnaire was conducted by the Patient Participation Group between mid January and mid March.

The survey could be completed online, and paper copies were also made available in both surgeries. The questions related to patients' last visit to a GP, together with additional general questions on various aspects of the practice.

A total of 320 questionnaires were completed. Almost twice as many females as males took part, and there was a good cross-section of ages.

Overall, the responses were very favourable, with particular praise for the practice as a whole, doctors, health care assistants and nurses. Reception staff were also praised but there were a few negative comments which will be addressed in staff development and training.

Almost half the respondents use the online repeat prescription service, but there are some minor technical issues which need to be resolved.

Respondents in the main were not in favour of the telephone triage system, but changes made to the system outlined in this newsletter may address issues raised. The system will be reviewed again at a future date.

In response to a question about the possibility of extra surgery opening hours, three quarters of respondents said weekend and late evening opening would be useful.

Practice Manager, Chris Thompson, thanked patients for taking part and said: "The survey has helped us

identify the strengths of the Practice and areas where we need to make improvements."

Chair of the Patient Participation Group, Jenny Drew, also thanked respondents for taking the time to complete the survey. "In direct response to the survey, some changes will be made which we hope patients will appreciate and benefit from," she said.

A short term action plan has been drawn up to:

- Place clocks in both surgeries
- Provide wall mounted non-touch antiseptic hand sanitizer dispensers at each touch screen with instructions for patients
- Change the 0845 telephone number to a local or free phone number
- Improve on line prescription service

Longer term plans include:

- Staff training
- Review how pharmacies deal with managed prescriptions
- Improve car parking
- Inform patients how to access their own medical records
- Create a more welcoming waiting area.

There is more information about the survey results on the practice website at www.stagmedicalcentre.co.uk



Arrivals and Departures



Dr Steve Burns retired in April 2011 after almost 30 years working at the practice. He now works with us as a locum.

Dr David Clitherow (pictured) has replaced Dr Burns

Practice nurse Margaret Mettam retired in 2010 after 23 years at the practice. She has been replaced by Catherine Jones-Aberdrabbo.

Dr Ambreen Qureshi is now qualified as a trainer. Congratulations to her!

Dr Peter Scriven is our first GP Registrar and will be working in the practice for six months, mentored by Dr Qureshi.

Telephone Triage Appointment System

The practice is one of the largest in Rotherham, with 11,300 patients. The telephone triage system was introduced last year in an effort to improve patients' access to GPs.

The previous system was causing a great deal of frustration to both patients and reception staff.

"It was, in effect, a 'fastest finger first' arrangement," said Practice Manager, Chris Thompson. "Appointments could only be booked up to one week ahead, people would start ringing at 8am,

and by 8.20am all the appointments would have gone."

Now patients ring the surgery on the day they need to see or talk to a doctor. A doctor rings them back and if necessary arranges for them to come into the surgery that day.

An informal survey carried out to find out patients' views on the new system revealed mixed opinions. Some patients liked it, particularly those with children, others did not.

As a result of the feedback, the system has now been changed to reflect the main concerns. These were that it was not always convenient for patients to take a call back from the GP (teachers, factory and office workers, for example) and some patients with long-standing conditions wanted to make an appointment in advance with the GP involved in their care.

The new system now includes both telephone triage and book in advance appointments through reception.



Stag Medical Centre

0845 1223121

Rose Court

0845 1223221

Opening hours

Stag Medical Centre is open from 8am to 6.30pm Monday to Friday. It is closed once a month on a Thursday afternoon for staff training. Notices are displayed showing the date this is taking place, as it is not always the same Thursday in the month.

Rose Court Surgery is open from 8.30am to 5.45pm Monday to Thursday and 8.30am to 1.45pm on Fridays.

Out of Hours

When the surgeries are closed, always ring the normal surgery number and listen to the whole of the recorded message. You will be offered a number of choices. Patients requiring a home visit or advice out of hours will be seen by a doctor who is a member of the Deputising Doctor Service (Care UK). They will discuss your condition with you and decide whether advice, a visit to the Primary Care Centre or a home visit is appropriate. The doctors' out-of-hours service is in addition to their day time work, so please use this service with discretion.

Patients who have symptoms and need advice can contact **NHS Direct**. This is a service managed by highly trained nurses who give advice and assist in obtaining the treatment you may need. The telephone number is **0845 4647**. NHS Direct can also be accessed via our out-of-hours message system.

The NHS **Rotherham Walk-in Centre** is also open out of hours at weekends and on public holidays from 9am to 5pm. The out-of-hours number is **0333 200 4054**.

Stag Medical Centre

162 Wickersley Road

Rotherham, S60 4JW

Tel: 0845 1223121

Rose Court Surgery

121 Bawtry Road

Wickersley, S66 2BL

Tel: 0845 1223221



This newsletter is produced by the Practice and the Patient Participation Group. You can contact the PPG at ppg.stagmedical@gmail.com or by writing to the surgery.

