

Patient Survey Results

Thank you to the 550 patients who completed our survey recently. The results have been collated and an action plan agreed with our Patient Group

We are delighted to find that 97.5% of patients who answered the survey would recommend the Practice to others and of those, 72.5% felt we were excellent or very good.

A number of themes came out of the survey:

- Compared to the previous survey there had been a reduction in patients who said they were able to get an appointment within 2 days.
- There had been an improvement in ability to see your usual GP.
- There had been an im-

provement in matters related to confidentiality.

- Some patients were still not aware that we have extended hours appointments on Saturdays, early mornings and late evenings.

- We also had numerous positive and negative comments about the Practice.

Our Action Plan.....

1. Partners now doing one extra session each week which we try to ensure is at Shaw Heath.
2. We have now employed Dr Walton on a permanent basis.
3. We will continue to write to patients who fail to attend for appointments and will be able to text appointments reminders from May 13.

4. Put a further item in newsletters about the nature of open appointments and them not necessarily being with usual GP and to emphasise the need to book well in advance with usual GP for continuity of care on long standing issues.

5. Publicise opening times further and see if we can find a volunteer to woman reception for an early start at Shaw Heath.

6. Continue to discuss confidentiality at Staff Meetings and as a performance issue at appraisal.

7. Hold a health information morning to include a 'Did you know...?' type stall about 'opening hours' for example.

Leaving Messages on Answerphones

A few patients commented in the survey that they were disappointed a message had not been left when we needed to cancel appointments. This issue crops up several times a year as receptionists are equally frustrated at

being unable to leave messages.

The Partners have discussed the confidentiality aspects of this and have remained of the opinion that we must not leave answerphone messages as we do not know who is going to hear the

message. We have to be very careful as we are bound by very strict rules of confidentiality.



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Special points of interest:

- *Survey Results: See websites - www.bramhallpartmedicalcentre.co.uk and www.shawheathhealthcentre.co.uk*
- *2 months worth of prescriptions to be issued during April 2013*
- *Have you changed your address or telephone details? Let us know.*
- *Chaperone Policy*

New Computer System

We have decided to change our Practice computer system in May to another medical system called Emis Web. This will bring us in line with most other Practices in Stockport. We are assured that we will enjoy increased functionality which will hopefully benefit patients in the long term.

There will be an automated texting package which will allow us to remind patients about their appointments at the touch of a button.

There is also a facility to provide GP to GP transfer of notes electronically, so if you were to leave the Practice, in theory, we could send your medical record to your new GP in a matter of seconds.



Of course this new system will bring numerous challenges to us: we have 36 people to be trained on its use.

We ask all patients to bear with us at this time as inevitably the smooth running of the Practice may be affected whilst we are learning.

What could this mean for you:-

We will be issuing 2 months worth of prescriptions for patients in April to ease the pressure a bit and Doctors will be having open appointments only for a while whilst they get to grips with it!

Flu Vaccinations

Dr Davidson

Dr Patel

We vaccinated 3050 patients this season which our best ever result. We vaccinated over 85% of patients aged 65 and over and 77% of patients aged under 65 in special risk groups.

We start booking again in August so make a note to phone us and book an appointment.

PLEASE DON'T WAIT FOR US TO RING YOU OR WRITE TO YOU.

Dr Davidson is returning from maternity leave on 22nd April 2013.

Dr Patel is hoping to return to work soon following a period of extended sick leave.

- ★ This was a message from Dr David Baxter Consultant in Infectious Diseases "Please pass on my best wishes to your team - what a brilliant performance and what great protection for your patients - any tips for what activities work and we'll get them out to all other practices"

Extended Hours Appointments

It was clear from our survey results that our patients are still not aware that we open on alternate Saturdays at each site, offer some late evening appointments and early morning appointments.

Here is a reminder of the extra hours that we offer:-

Dr. Devine - Tuesday 6.30 - 7.00 pm Dr. Rooney - Friday 7.30 - 8.00 am

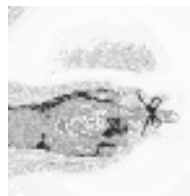
Dr. Patel - Monday 7.30 - 8.00 am Dr. Bayes - Wednesday 7.30 - 8.00 am

Dr. Webster - Tuesday 7.30 - 8.00 am Dr. Stirling - Thursday 6.30 - 7.00 pm

Are you worried about your memory?

Many of us notice that our memory gets worse as we get older, but it can be difficult to tell whether this is a sign of an underlying condition like dementia. Dementia affects everyone in different ways, but you should seek help without delay if your memory is not as good as it used to be and especially if you:

- struggle to remember recent events, although you can easily recall things that happened in the past
- find it hard to follow conversations or programmes on TV
- forget the names of friends or everyday objects
- cannot recall things you have heard, seen or read



- notice that you repeat yourself or lose the thread of what you are saying
- have problems thinking and reasoning
- feel anxious, depressed or angry about your forgetfulness
- find that other people start to comment on your forgetfulness
- feel confused even when in a familiar environment

There is help available for people with dementia and treatments which can sometimes lessen the symptoms, so it is important you [speak to your GP](#) by making an appointment as soon as possible if you are concerned.

Chaperone Policy

If on your visit to a Doctor or Nurse you are asked to consent to an examination you will be asked if you would like a chaperone to be present. This can be a relative, friend or a member of the clinical or reception team.

Blood taking

One of our receptionists Sarah has been trained to take blood. She is fully supervised by a nurse. We are hopeful that this will help increase appointment capacity and decrease the need to cancel appointments due to unforeseen sickness.

Another receptionist Kath is also training to take blood.



Contact details

If you change your address, phone number, mobile number or email address please let us know. You can use the form on our website or email us on sto-pct.enquiries@nhs.net or fill in a form at reception.

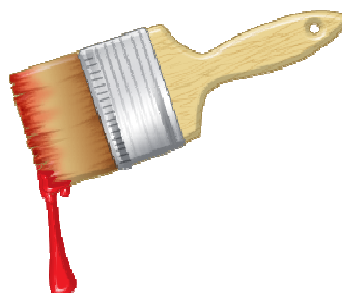
Have you noted that our email address has now changed to sto-pct.enquiries@nhs.net?

Decorating at Bramhall

Several patients commented in the survey that the Bramhall Park site could do with a lick of paint particularly in the reception area.

Rest assured it is on our to do list!

Over the past year we have been carrying out refurbishment of our surgery rooms with new infection control compliant taps and nice new infection control compliant flooring.



We have also recently installed an automatic fire alarm system

We do have to prioritise work on the building as it is privately owned by some of the Doctors and there are inevitable cost implications of running an old building with such a high patient traffic.

New Mums

One of our patient group members thought it would be a good idea to write a piece about being a new mum and what to expect.

It's an exciting time being a new mum. Don't worry if you find it really hard because it is! Lots of people paint a picture of it being beautiful and lovely but lots of people also find it really hard - and that's totally normal. It helps to tell people you're struggling. If you are, don't keep it in as that makes it worse! If you are concerned about anything speak to your Health Visitor or book an appointment with a Doctor.

What will the surgery be offering you and your baby to help guide you through those first few months?

We offer a full post natal check up for you at 6 weeks and a full check up for baby at 8 weeks where the first immunisations will be offered. Both of these checks are with a Doctor.

After the first baby immunisations you will be asked to make an appointment at 4 weekly intervals for your baby to continue with the vaccination schedule.

At present this schedule of vaccination includes protection against Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio, Haemophilus influenza type b (Hib), Pneumonia and Meningitis C. Your Health Visitor

will be available to help with your day to day questions regarding your baby and will offer support for you. Don't forget to register your baby with us so we can start his or her journey to lifelong good health at the Practice.

For further information refer to:

- the Practice website section on Family Health.
- leaflets available to you within the Practice.
- arrange a telephone consultation with the Practice and talk to one of the medical team.
- use the 'out of hours' NHS 111 service to speak to a trained call advisor.

The new NHS 111 service

From April 2013 a new NHS service will go live. The 111 service will replace NHS direct and will be working closely with our current out of hours cover provider Mastercall.

In theory if a patient has an illness or injury and thinks that it needs urgent attention but it is not emergency then they should call NHS 111 and speak directly to a trained call advisor who has information about the different services available in the local area.



Dial 111 For when it is less urgent than 999

The call advisor will ask questions about symptoms and based on the answers provided will give advice on which service is best, closest and most available depending on where the patient lives. If it is decided that the patient needs emergency attention an ambulance will be dispatched immediately.

If you ring us out of hours your call will be placed directly through to 111 which is a free call.

Choose Well Campaign

Self care - common sense and plenty of rest

Self care at home is usually the best option for common complaints such as coughs, colds and stomach upsets.

Pharmacy - expert advice without an appointment.

Your local *pharmacist* can give you friendly, expert advice about over-the-counter medicines that can help with lots of common conditions.

GP surgery - when you have a complaint that won't go away.

Your doctor and practice nurses offer advice and assessment, and a range of

routine healthcare services by appointment.

Walk-in centres - for sprains, minor burns, broken bones...

Choose walk-in centres, minor injury units and urgent care centres when you have a health problem that isn't a 999 emergency. You don't need an appointment to visit and you'll be seen in priority order by a doctor or experienced nurse. The nearest centre to Stockport is *Wythenshawe Forum*. Other centres are available in Manchester. Refer to the 'Walk-in centres websites for details of these addresses.

A&E and 999 - for serious injury and illness only

Accident and emergency (A&E) and the 999 ambulance service should only be used in a **life-threatening or critical situation**. You should only call 999 for an ambulance in a real emergency. A&E can get very busy and you may have to wait a long time to be seen if you are not a **real emergency**.

