

College Lane Newsletter

College Lane Surgery, Barnsley Road, Ackworth, WF7 7HZ Partners: Drs. I.Hanne, K. Needham, J. Eastwood, E. Moulton & L. Yellop

PATIENT SURVEY 2008/9

Issue 6

January 2009

Practice telephone:

01977 611023

In October 2008 we conducted our annual Patient Survey with 266 patients.

Following consultation with some of our patients and staff this is our action plan.

- Promote our Extended Opening Hours – Taking pressure off the phone lines and assisting patients who need to pre-book appointments.
- Phlebotomy Service – Promote the new service at College Lane Surgery – no need to go to the hospital (some exceptions apply).
- Update the Opening Hours on the front doors at College Lane Surgery
- Evaluate patient's telephone contact with the practice in the next two years.

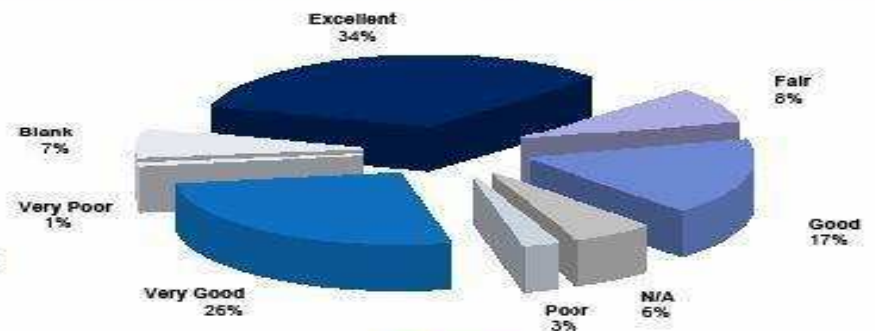


College Lane Surgery

Patient Experience Survey Results 2008/2009

77%

of patients rated this practice as **good, very good or excellent**



Thank you for your participation in this survey

"Striving towards excellence"

The results of this survey will help us to provide the best possible service for you



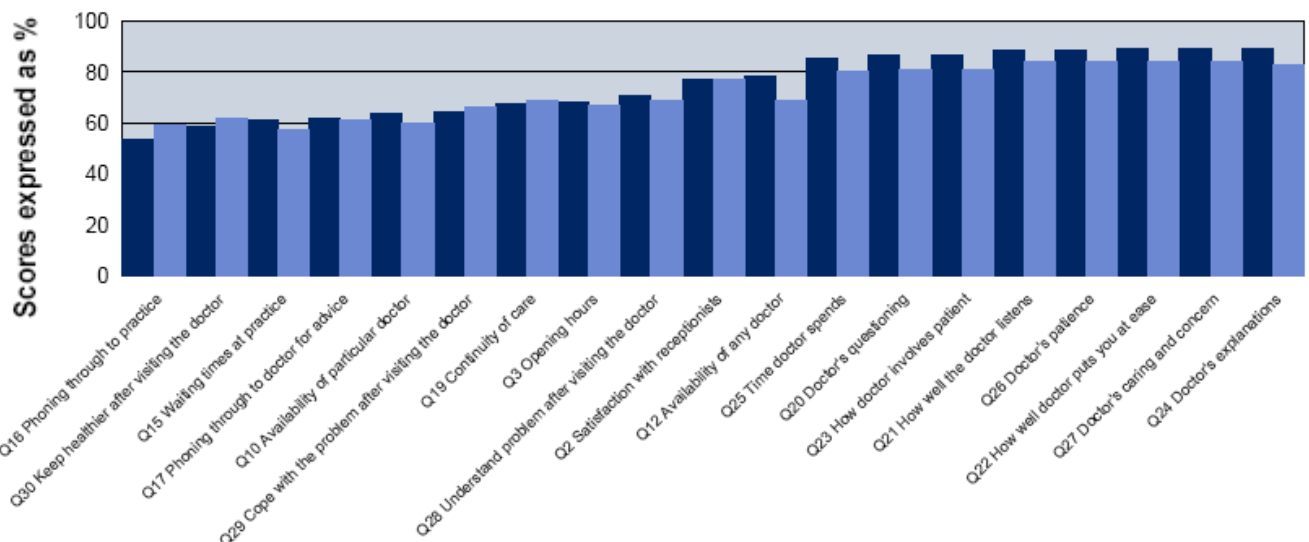
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2773-25069

Overall practice scores

■ Our score

■ National Average



Other News



HEARING AID BATTERIES – We are Listening! HearHere!

One of our patients, Mr Kenneth Hudson asked the practice if we could look into having a supply of batteries for collection at College Lane Surgery. This would save patients travelling to Audiology or South Elmsall to get replacement batteries.

We are delighted to announce that you can collect hearing aid batteries from the reception desk at College Lane Surgery. Please bring in your Hearing Aid Book (Brown) we can give you two packets of batteries per hearing aid which should last 3 months.

Great idea, thanks Mr Hudson



EXTENDED OPENING HOURS ADVANCE BOOKING ONLY

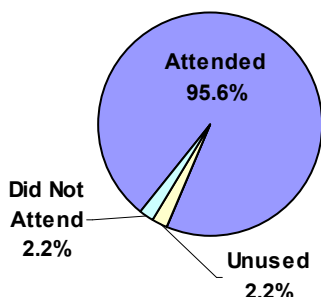
The practice introduced new extended hours in July 2008 to assist access for patients who need to pre-book Doctor Appointments to fit in with their work and or study commitments.

Tuesday and Wednesday Doctors Appointments from 07:30 am – College Lane Surgery
Saturday from 08:00am – 11:00am – Thorpe Audlin Branch Surgery

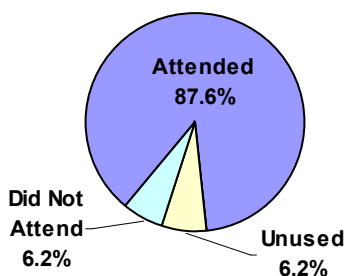


Extended Hours Analysis for Tuesday, Wednesday and Saturday: July 2008 to present
 (Note: percentages are based on total appointments available, i.e. attending (+ Phone for Saturday))

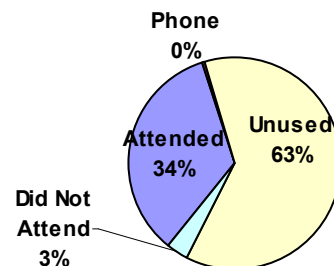
Tuesday



Wednesday



Saturday



Please book at reception and note that there are no other services available at these session e.g. Prescriptions.

STAFF FOCUS.....Rasheed Bello – District Nursing Caseload Manager

BSc (Hons) 2008 Community Specialist Practitioner – District Nursing, RGN, Mentorship in Practice, Advance Wound Care Management, MSc in Telecommunication systems, BSc (Hons) Electronics and IT.

I joined College Lane Surgery as full time Caseload Manager, my remit involves managing and providing quality and effective care for patients in community settings, also supervising staff nurses in their current role and professional development.

I have worked in a variety of hospital departments gaining different experience and skills, Elderly Medicine, Orthopaedic, Intensive Care unit and spent the last 4 years in a community setting, gaining a wide range of skills with a special interest in wound management and Palliative care. I have learnt numerous nursing skills which I hope to put into practice. I also enjoy working as a team to achieve a high performance level.

I am happily married and blessed with a boy. My interests include watching movies with my family and a game of football, my team is Arsenal Football Club..

Did you know???

CONSULTATIONS WITH THE DOCTOR



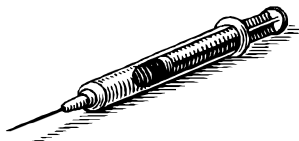
As many of you probably know, GP's appointments are booked at 10 minute intervals. This offers a reasonable compromise between allowing us to try and meet the demands of the numbers of patients needing to be seen and giving a reasonable amount of time for a consultation.

We appreciate that patient's want to avoid multiple visits to the surgery and sometimes bring multiple problems to a ten minute consultation. Obviously, this can lengthen the consultation time – sometimes considerably, creating a knock on effect to other patients who have to wait longer for their appointment. We really do try to keep to time!

If you have more than one problem to discuss with your Doctor please consider asking for a double appointment, to ensure there is adequate time to deal with your concerns.

We also ask that you make separate appointments for each person needing the Doctor or Nurse's consultation time. Again trying to deal with an extra patient or problem in one 10 minute appointment is not appropriate, it can cause delays and you may be asked to book another appointment if the Doctor or Nurse cannot deal with extra requests.

Thank you for your cooperation.



BLOOD CLINICS AT COLLEGE LANE SURGERY

On November 3rd 2008, we introduced a new blood sample clinic at College Lane Surgery. So you no longer need to travel through to the hospital for your tests.

Book an appointment at reception the clinics are available:

9.00 –11.30

Monday, Tuesday and Wednesday

8.30- 11.00

Thursday and Friday

YOU MUST BRING A BLOOD FORM FROM THE GP OR PRACTICE NURSE

YOU MUST BE REGISTERED AS A PATIENT AT COLLEGE LANE SURGERY

THIS IS FOR BLOOD TESTS ONLY

The exceptions are:-

- *Those who attend INR clinic for monitoring of Warfarin Medications/doses.*
- *Children under the age of 16yrs.*
- *Difficult veins .*

Patients in these groups will still need to attend Pontefract General Infirmary Phlebotomy clinic.



For those who wish to see the Health Care Assistant for a blood pressure check or ECG etc also needing a blood test at the same time, please make an appointment to be seen in the Health Care Assistant Clinic and inform the receptionist what the appointment is for.

Prescriptions

Did you know..... £1,370,220.00 is our Annual Prescribing Budget 2008/9
3968 Patients are on Repeat Medication
283 Patients are on the Repeat Dispensing Scheme
1071 Patients ordered their prescriptions on-line between March and November 2008

1st FEBRUARY 2009 – New changes for ordering prescriptions

- Telephone Orders call us between 10:00am – 4:00pm Monday – Friday
- Email Orders: collegelane@wakeha.nhs.uk
- Post in Your Order
- Call into the Surgery
- www.collegelanesurgery.com follow the on-line links to order prescriptions
- Repeat Dispensing Scheme – ask the Nurse, Doctor or Receptionist for details



Watch out for your "Review Date" and book an appointment with the Nurse

We aim to promote a variety of methods for ordering prescriptions and thus free up the telephone for patients who wish to book appointments, get advice or information about their care.

Access into the practice by telephone was a reoccurring theme from our patient survey.

We hope that these changes will help you and the team caring for you.

Mrs Claire Broome, Practice Manager

Patient Forum Update - Dr Karen Needham

In the current forever changing and challenging world of Primary Care in the NHS, we continue to need support, ideas and guidance from our patients. However the patient Forum, set up as it was at the beginning of last year, was found not to be a long term viable option. Everyone is very busy and to expect people to turn up regularly with enthusiasm to meetings without a fully worked up agenda just ended up in frustration. We are very grateful to those members who continued to attend.

Be well assured you are not forgotten! We plan to keep a list of willing volunteers who we can call on to give their views in a more time efficient manner. When we have specific ideas we can target certain groups of people to form a focus group over a short period to shape those ideas to match the needs of our population, e.g. Young People to help us improve our Teenage Clinic.

We already have the names and contact numbers from the 2007/2008 Patient Forum meetings we hope they are happy to remain to list, but we would really like to expand this to include a wider spectrum of patients we could call on. So please, if you feel you could help us in this way let us know your name and contact details, we would be most grateful. Thank you.



TARGET TRAINING DAYS 2009

As part of ongoing training and education Practices within the Eastern Wakefield area we will be closed from 12 noon on these dates.

WEDNESDAY 21ST JANUARY
WEDNESDAY 18TH MARCH
WEDNESDAY 20TH MAY
WEDNESDAY 15TH JULY
WEDNESDAY 14TH OCTOBER

WEDNESDAY 25TH FEBRUARY
WEDNESDAY 29TH APRIL
WEDNESDAY 17TH JUNE
WEDNESDAY 09TH SEPTEMBER
WEDNESDAY 18TH NOVEMBER

EMERGENCY SERVICE TELEPHONE NUMBER IS:
0845 120 7066

