

THE CANFORD HEATH GROUP PRACTICE NEWSLETTER

April 2017



The “daffs” outside our surgery. Mar 17

Our changes continue apace throughout April and May as we react to the ever changing NHS!

Dr Bidad

For those of you who missed the news of Dr Bidad’s departure in our last Newsletter, we are continuing in our recruitment efforts. Nationally there is a shortage of GPs and the NHS both locally and nationally are trying to address this. Dr Bidad’s patients have been given a temporary named GP whilst we seek to replace him. Please do bear with us during this difficult time.

On the Day Appointments



As you may be aware, patients wishing an on-the-day appointment are being triaged by either a GP or Nurse Practitioner. We ask, should you need an appointment on the day that you telephone between **8am and 10.30am** or **1pm and 3pm** so that we can appropriately triage you and ensure an appointment is available for you.

Our Over 75s Patients

Our new Nurse Practitioner for the Over 75s, Jodie has settled in to her role fantastically and together with our HCA for the Over 75s, Jill, we will be contacting patients shortly to offer them a health check to ensure their needs are being met by the practice. We aim to get through over 800 patients in the next eleven months, so please do be a patient patient if you haven’t had your letter as yet!

Similarly, new Nurse Practitioner Siji, and new receptionists Nicky and Zoe have made their mark on the practice and have fitted in well with our hard-working clinical and admin teams.

The staff at the practice are dedicated to providing excellent patient care in what is often a thankless job.

Waiting Room Chair



We now have a chair in the waiting room to the left of the front desk for patients who need a higher seat than those ordinarily available.

A BIG thank you to our wonderful Friends of the Practice who raised the money for this very useful piece of furniture for our patients.

Hay Fever Injections

Due to new guidance about the dangers of giving patients the hay fever injection, the partners have taken the decision to not to offer these to any patients in our practice.

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Our Friends and Family Test



Every day we are delighted by those patients who take the trouble to respond to the text message they receive about our service and a selection of your comments are below.

We **always** listen to your feedback and learn from it so please do comment or suggest anything either via the text you receive, or via our email address Chgp.prg@dorset.nhs.uk

“Dr was very open & easy to talk with. Advice was given & other options also discussed”

“Everyone is v kind and helpful”

“The receptionists were great and I had a very friendly and welcoming doctor”

“The careful support and guidance is excellent. Quality is seamless between doctors. The practice has cared for us and our family for 36 years.”

“Lovely staff who listen”

“Because they ask why you need to see a Dr/nurse you have to explain yourself to them.” **PM’s comment:** *We are sorry that you feel uncomfortable doing this. We have a lot of staff with different skillsets and the receptionists have to ensure that they book you in the correct person for your procedure.*

“My mum is getting excellent care from the nursing team.”

“I felt comfortable at all times”

“Always been happy with service”

“Since the GP practice at the other end of canford Heath shut the waiting time for appointments has gotten really bad. Doctors and staff are brilliant though” **PM’s comment:** *Unfortunately as discussed on page one, we find ourselves on the sharp end of the national recruitment crisis. We are doing all we can to rectify this however. Please do accept our apologies.*

“Desk Staff can be rude.” **PM’s comment:** *I am sorry to hear this. All staff have had customer service training recently but if there is a particular member of staff who is rude please do contact me so that we can put further training in place.*

“Always satisfied with the treatment.”

“We have been with the practice for many years when speaking to receptionist they are always helpful”

“Efficient and straight forward”

“Phoned and made an appointment, turned up on day and booked in, and was seen by doctor, . .No hassle, everything was very simple”

“Because I am always happy with the treatment there ESPECIALLY the receptionists”

“If you are genuinely ill or need advice you will usually be able to see a doctor and you can't get better service than that”

“The staff at the practice have been kind, helpful, humorous, polite and above all supportive every time I have visited”

“Bad experience today. Not impressed with the practice at this time.” **PM’s comment:** *Please do let me know what your experience was so that we can address the issues.*

Once again – please do keep your comments and suggestions coming so that we can ensure we always improve upon our service.

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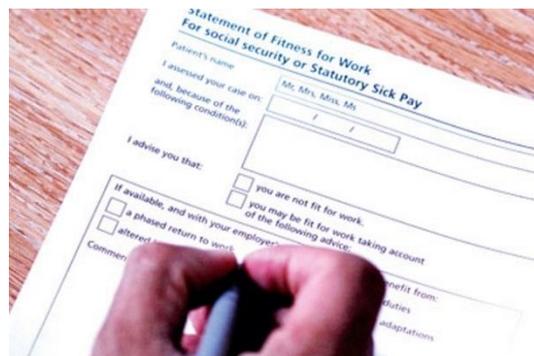
Hospital Prescriptions



A new contract has been brought in which gives hospitals a legal obligation to provide patients with enough medication to last them for the duration of their problem, or for a month.

It is often frustrating for patients to have to leave their hospital appointments without the medication they need, only to have to come to the surgery to be told that we need to wait for a letter. This new system will hopefully reduce these frustrations for both the patient and the practice.

Hospital Sick / Fit Notes



Similarly, hospitals are now obliged to provide a sick certificate for the duration of time you need to take off from work.

Again, we hope this will reduce the frustrations for patients who have to contact us for what they require.

Urgent Repeat Prescriptions



Apart from inhalers, insulin, anti-convulsive or anti-coagulant medication the partners have said that **no harm will come to you** if you miss the dose of your medication for twenty-four hours.

Often prescriptions are rushed through and errors occur and we ask that you give us the time to properly process your request. Therefore any urgent requests for medication will be dealt with within twenty-four hours, but you will be asked to nominate a local pharmacy and we will send the prescription to them electronically for you to collect the next day.

Phasing out of Telephone Prescriptions

For many years we have accepted repeat prescriptions over the telephone, however in October 2017 this service will cease.

Similarly to the reasons above, by accepting requests for repeat prescriptions by telephone we run the risk of making clinical errors.

You can still order your prescriptions by posting a repeat slip into our prescriptions box, ordering on-line via our website (see below) or via your usual pharmacy.

We do hope you will understand our decision to cease this service for your safety.

Website: www.chgp.co.uk