



Newsletter December 2015

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Christmas and Bank Holiday Closures:

Thursday 24 th December	Surgery opens at 8.00am and closes at 6.30pm
Friday 25 th – 29 th December	Surgery closed (re-opens Tuesday 29 th)
Thursday 31 st December	Surgery opens at 8.00am and closes at 6.30pm
Friday 1 st January, 2016	Surgery closed
Monday 4 th January, 2016	Surgery open as usual

Please ensure that you order your repeat prescriptions (to pick up or via EPS) and have sufficient medication for the Christmas and New Year holiday period.

Cohens Chemist (Walderslade premises):

Thursday 24 th December	Chemist closes at 6.00pm
Thursday 31 st December	Chemist closes at 6.00pm

Please see posters displayed in local pharmacies for details of their Christmas and Bank Holiday opening hours. Alternatively, for further information, visit the pharmacy website or Barnsley CCG NHS website www.barnsleyccg.nhs.uk.

Flu Vaccinations:

We have had another successful flu vaccination programme with 2579 patients having received the vaccine so far this year.

We are now approaching the end of our vaccine stock, therefore, if you are entitled to the vaccination contact us as soon as possible to book an appointment. Please check with a member of the reception team if you are unsure if this applies to you.

Don't wait until there is a flu outbreak this winter; get your flu vaccination now.

Remember you need it every year so don't assume that you are protected because you had one last year.

i-HEART Barnsley:

As reported in our November newsletter, this new NHS service is available to anyone registered with a GP in Barnsley. This service will give patients more choice to access evening and weekend appointments with a GP or nurse.

You can access i-HEART Barnsley services by calling **01226 242429** or you can request a call back via the website www.iheartbarnsley.org.uk

See the promotional material in the surgery or visit the surgery website for further information about i-Heart Barnsley.



Improvements to our Telephone System:

Based on feedback received from both patients and staff, the practice has been working with our telephone system supplier to make changes to our current set up. We have received a number of complaints from patients informing us that the telephone continues to ring and remains unanswered for long periods of time. The perception is the caller assumes the receptionist is ignoring the phone when in fact, quite simply, we are just unable to answer all the lines at any one time due to the high volume of calls we receive.

Another known issue is the problem we have with incoming calls not picked up by the automated system (AS). These calls appear to take priority over those patients who have selected '2' on the AS - those wishing to speak to a receptionist. Our AS can only deal with four lines at any one time.

The changes we propose will not allow this to happen. All calls are guaranteed to be dealt with in priority order and an automated call position announcement will be made upon the call being answered (you are first, second in the queue etc.). We believe doing this gives the patient the option to make an informed decision, having the choice whether they wish to wait or hang up.

We hope to implement the new system in December 2015 / January 2016.

Statistics for Use of Automated Telephone System between 1st October and 1st November 2015:

Successful patient validation (the correct details entered and matched to patient data)	1720	Patients successfully using the automated system (AS) saved the Reception Team a total of 71.67 hours which enabled them to deal with callers who did need to speak to a member of staff. Thank you for using the system!
New Appointments booked	677	
Existing appointments cancelled	156	
Existing appointments amended	27	
Existing appointments reviewed	355	

DNA (Did Not Attend Appointments):

In November **325** patients did not attend their booked appointment. Please help us by cancelling your appointment if you don't need it anymore or are unable to keep it.

We can remind you that you have an appointment:

Our MJog automated messaging service will remind you that you have a booked appointment. It will send you either a text, telephone or email message approximately 24 hours before. If you cannot attend your appointment you can reply by entering **CANCEL** and the service will automatically cancel your appointment without you actually having to call the surgery. Please ask a member of our reception team for details on how to sign up for the MJog messaging service.

It's important that we have your up to date contact details so please let us know if they change.

Decorating Works:

Starting early January, 2016, we will be carrying out painting works throughout the surgery. Contractors will work through the night, so we anticipate minimum disruption to both patients and staff. Please bear with us during this time.

We wish you a Merry Christmas and a Happy New Year!