

Newsletter February 2016

This Issue:

- ❖ **Changes to Our Telephone System**
- ❖ **Just a Reminder...**
- ❖ **Highcroft Parking**
- ❖ **Police Warning**
- ❖ **Chronic Disease Monitoring**
- ❖ **Patients Who Did Not Attend Appointments**
- ❖ **Have Your Say....**
- ❖ **Decorating Work**

Changes to Our Telephone System:

Patients calling the Practice to speak to a member of our reception team will now be advised of their position and progress through a queuing system i.e. 'You are third in the queue....you are second in the queue...you are first in the queue....'

This is a new approach and we hope to improve our patient's experience by using this new system.

The automated appointment booking system is still in place for those callers who choose to use it.



Just a reminder.....

All appointments at the Practice can now be booked in advance.

When you telephone the Practice, a member of our reception team will offer you the next available appointment.

Patients who believe they require an urgent, same day appointment will be allocated the next available GP and time slot.

Highcroft Parking:

Many of our patients and members of staff have commented that vehicles parked on Highcroft road are causing congestion and are hazardous to pedestrians and the free flow of traffic to the Practice and adjacent car park.

The Walderslade Surgery Patient Participation Group is taking up the issue with local Councillors and the local Highways Authority to see if something can be done to prevent it.

Please help to reduce the congestion by not parking on Highcroft and instead use the numerous free car parks in the town centre and the car park adjacent the Practice.

Police Warning:

Police forces have become aware of a fraud circulating which targets elderly and vulnerable members of the community.

Some people have received a telephone call from a caller who purports to be from a GP surgery and asks for an appointment in their home to discuss the person's health or mobility needs. During the appointment, the older person is persuaded to buy mobility aids which are either unnecessary or inappropriate and always expensive.

If you receive a call like this, please check with the Practice first before agreeing to a visit. Contact Pat Gregory on 01226 352407 if you receive one of these calls.

Chronic Disease Monitoring:

The Practice runs a chronic disease monitoring programme for the following diseases:

- ❖ Diabetes
- ❖ Asthma
- ❖ CKD (Chronic Kidney Disease)
- ❖ Hypertension
- ❖ Coeliac
- ❖ Rheumatoid Arthritis
- ❖ Peripheral Vascular Disease
- ❖ Coronary Heart Disease
- ❖ Heart Failure
- ❖ Atrial Fibrillation
- ❖ COPD (Chronic Obstructive Pulmonary Disease)

Patients with these diseases require regular monitoring. If we have written to you inviting you in for a review, we will usually state who the appointment is with i.e. a nurse or health care assistant (HCA) and how long the appointment will take.

The letter will also tell you if you need to have a blood test in advance of coming for an appointment or whether you need to bring a urine sample with you. Please check these details carefully.

It is important that you are monitored and that you keep all appointments made for you. However if you are unable to attend please let us know and we can re-arrange to a more convenient date and time for you. Thank you!

DNA (Did Not Attend Appointments):

DNAs have an enormous impact on the healthcare system in terms of cost and waiting time. Please let the Practice know if you are unable to keep your appointment.

During January over 251 patients missed their booked appointment at Walderslade Surgery.

Please help us and other patients by cancelling your appointment; we can then offer it to someone else who needs it.



Have Your Say to Improve Your Healthcare:

The Friends and Family Test (FFT) in GP practices has been running for over a year and is about giving patients the opportunity to provide quick feedback on their care and treatment experience.

Look for the feedback forms in the surgery entrance lobby or complete the text questionnaire via our MJog messaging service. It doesn't take long to complete and you don't need to give your details. Thank you!

Decorating Work:

You may have noticed that the Practice is being decorated. The work is almost complete and we would like to thank all our patients and visitors for bearing with us during this disruptive time.