

Newsletter July 2015

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Latest Walderslade Surgery Missed Appointment (DNA) Statistics

1 June – 30 June 2015 (22 working days)

8713 doctor, nurse and health care professional appointments were available for patients to book.

224 patients did not attend their booked appointment and did not contact us to tell us.

This equates to 53 hours of lost / wasted doctor, nurse and health care professional time.

Please can you help us and other patients by letting us know as soon as possible if you are unable to attend an appointment. We can then offer the appointment to someone else.

Practice Staff Update:

Sadly, Doctor Lockwood will be leaving the practice and the Barnsley area in September 2015. We wish her well for the future.

Doctor Cartwright-Terry will be on maternity leave from 18 June 2015.

We are pleased to announce that two new doctors have been recruited. Doctor Olasimbo (male) will start in post in August and Dr Ness (female) will join us in September 2015. These appointments will give our patient's access to more GP's.

A new Health Care Assistant, Catherine Lowe started in post on 25 May. This gives the practice a full complement of nurses and HCA's.

Named Accountable General Practitioner (GP) for All Patients:

From 1st April 2015 every GP practice will be required by the Government to allocate a named accountable GP to all patients.

All patients registered at Walderslade Surgery have been allocated a GP who will be responsible for their overall care. However, patients can choose to see any GP or nurse in line with current arrangements. If a patients preferred choice of GP or nurse is not available, an alternative will be offered.

Please note: there is no need to telephone the practice to confirm the name of your accountable GP. Simply ask a member of our Reception Team on your next visit.

The current accountable GP for Walderslade patients aged 75 years and over will remain unchanged.

Walderslade Surgery

www.waldersladesurgery.co.uk

Patient Partner Hints and Tips

Resulting your feedback:



Patient Partner is our new automated telephone service which enables patients to book, check or cancel an appointment at any time, night or day, without speaking to a receptionist.

Here are some simple hints and tips that will help the system work for you:

- ❖ Always let us know if you change your telephone number – the automated system uses your date of birth and telephone number to identify you.
- ❖ Enter your date of birth in a 6 digit format i.e. 18/05/70.
- ❖ Enter your landline telephone number with or without the area code. If we have a record of both your landline and mobile you can enter either number.
- ❖ Remember to press the star key (*) after entering your date of birth and entering your telephone number.
- ❖ Remember to press 0 to confirm the appointment that the system offers you; otherwise the appointment will not be booked.
- ❖ Listen carefully to the message and the options that are being given!

If you have already used the system and experienced a problem, please don't be put off. Improvements are being made daily to make the system work better. Please try the system and give it a chance.

Appointments:

Please remember that if you arrive early for your booked appointment you will not necessarily be seen early.

Prescriptions:

Monday's are our busiest day for prescriptions; please try to make your medication request and pick up your prescription later in the week if you can.

Telephone Calls:

We experience a high number of calls on Monday morning's between 8.00am and 9.00am. To access the services you want please try using our automated telephone system or sign up for Patient Online Access. See the surgery website or ask a member of the Reception Team.

Highcroft Parking:

Many of our patients and members of staff have commented that vehicles parked on Highcroft road during busy times are causing congestion, are hazardous to pedestrians and the free flow of traffic to the surgery and adjacent car park. The Walderslade Patient Participation Group is taking the issue up with local Councillors and the 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 surgery.

Dr Fairclough leaving the area:

Many of our patients will remember Doctor Donald Fairclough who was a well-regarded doctor. He worked as a GP in the local area for many years until his retirement in 1993. He and his wife will be moving out of the area and we wish them all the best for the future.

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