



DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER MARCH 2015

**This update is brought to you by the Patients Participation Group (PPG).
An independent group financed by the Friends of Datchet Health Centre
to provide an interface between the patients and the practice.**

AS THE PPG CHAIR SEES IT!

I have now been in the job for just over a year – a really high pressure learning curve – but rewarding! So what have I learnt in twelve months?

It is obvious that we have a fixed resource and we have to work extremely hard to get a comfortable outcome for the DHC patients that as PPG we represent.

We have just completed the PPG's annual survey. It was sent to patients who were registered for e-mail just before Christmas and we repeated it mid-January. It was also available on the Reception desk.

We had 232 responses by 31 January when the survey was complete and that is a 27% response from the e-mail listing – a fuller report further down in this newsletter. It was slightly less than last year but more than in previous years. It serves to give the PPG an Action Plan to improve the way service is delivered to the patients.

My view is that the objective of the PPG is to be the interface between the practice Doctors, Nurses and other Practitioners. It is essential to work closely with the Practice Manager and important to have a good relationship with the senior partner. BUT at the same time deliver an independent and fair critique to improve what we can expect as patients.

To that end we will deliver an action plan to work through 2015/16 to improve the patient experience.

Michael Shefras MBE - Chair

WE ASKED OUR HARD WORKING RECEPTIONISTS TO GIVE US A FLAVOUR OF HOW THEY PERCEIVED THEIR WORK LINDA MARSHALL EXPLAINS THE ROLE OF THE RECEPTIONIST IN DATCHET HEALTH CENTRE

I have been asked by the PPG to give a short explanation on the Role of the Receptionist for the Datchet Health Centre.

The main receptionist desk - greets the patients, books people in for their appointments with the clinicians and directs them to which part of the building they need to wait. Receptionists make appointments/cancel appointments and will also deal with any requests for blood forms/registrations/ letters for collection and any queries patients have.

Prescriptions are handed in to the receptionist downstairs and part of her duty is to print off the requests and sort into piles for the GPs to sign ready for collection by the relevant outside agencies. The phone downstairs is only used for the Clinicians to speak to the Receptionist, as confidentiality is paramount.

Each Receptionist rotates from Downstairs to Upstairs

There are normally 3-4 receptionists upstairs answering the phones for appointments/cancelling appointments, making requests for home visits and requests for ambulance staff in an emergency. They also deal with all communication with outside agencies, for example consultants, pharmacies, hospitals and other agencies

Mail from outside agencies and internal mail is distributed by the receptionists to the relevant clinician by a system called "workflow". Scanning results and patient correspondence has to be completed each day. E and NHS mail on-line and faxing has to be done!

During their working day several receptionists have administration duties over and above their other roles. There are many daily duties that I am sure I have missed. The job is extremely high pressured and challenging. But it is also so very rewarding and as Receptionists we will always try to be helpful and show empathy towards everyone with whom we come into contact.

And of course tea and coffee making is a very important duty of the Receptionist!!!!

ARE WE AWARE?

The major challenge for all of us is the accessibility of appointments!
TRUE!

PPG have just been advised that during January 2015 – 107 patients did not attend to see a doctor! 25 did not come and see the nurse they had booked to see!

The total 'no shows' for 2014 was 1,161 for doctors and 947 for the nurses!
WE ARE AWARE NOW...
But what can be done about it?

WHAT DOES THE PATIENTS SURVEY SAY

All the patients on the e-mailing list (approximately 850) were sent the survey – we had a 27% response – 232

PPG's report to the Practice advises nearly 90% would recommend the surgery and satisfaction levels on several other questions appear to be well over 50%. Answers to Question 1 however show that there are still major problems in getting an appointment.

Working with the practice, PPG will develop an action plan for 2015/16 which will review the appointment and telephone system in an effort to make it an easier experience for the patient. However we must remember that there always has to be some compromise between perfection and what is possible!

DOCTORS' AVAILABILITY IN MARCH

Normal Surgery Times 0830 – 1130 a.m and 1430 – 1730 p.m – Other sessions will be added in April

Dr Watts – Mon, Tues, Thurs, Fri pm	Dr Sivanandan Tues, Wed, Thurs, Fri pm
Dr Wallbank – Mon, Tues, Thurs	Dr Mannan – Wed a.m.
Dr Ferguson – Tue, Wed, Fri	Extended Hours
Dr Bijjala – Mon, Tues, Thurs	Monday from 7.20 Dr Fitzpatrick
Dr Fitzpatrick – Mon, Wed, Fri	Thursday from 6.30 Dr Sivanandan
Availability may vary from week to week when the GPs have other duties.	

**THE PPG HEALTH EVENING –
'DEMENTIA' ALL YOU NEED TO KNOW
NOTE THE DATE – 16 JUNE, 2015
IN THE DATCHET VILLAGE HALL**

There has been a new Care Act and much emphasis is being given on those who have to be cared for and for those who care for them!
DHC PPG will present a full evening of information from experts who know all about it.

LOOK OUT FOR SEPARATE LEAFLETS SHORTLY

AGE CONCERN

Have been funded to assist patients who may have care concerns.
Their service is not just for the aged.
They will visit DHC regularly, currently from 2-4pm on the first Wed of the month.

WHO ARE PPG

Photographs are on the PPG Notice Board
Michael Shefras – Chair
Ernie Addicott
Jayne Crampton – Hon Sec
Pam Curry
Suresh Gogna
Bill Joy
Anita Kapur
Rowena Mignot
Vivien Walton

WOULD YOU LIKE TO JOIN PPG!

Please just give Michael an e-mail and we could talk it through.

chairdhc@shefras.demon.co.uk

We welcomed Margret Pickering at our March meeting.
She is likely to join us.

FRIENDS AND FAMILY TEST

Since December patients have been asked to answer two questions after their visit to the Surgery. There were 162 completed responses in January and February. The results are analysed by the PPG and practice.

We need many more patients on DHC e-mail list – help by telling your friends!

WE WELCOME GRAHAM BOX
Practice Manager

Graham Box joined the Datchet Health Centre on a part-time basis in January and has been full-time since 1st March.

He has spent the last 15 years working in different aspects of primary care, including five years running the National Association for Patient Participation (this is the umbrella charity for patient groups in GP surgeries). Graham has a Doctorate from Oxford University, where his research included studying a fundholding general practice, and has been interested in the NHS for as long as he can remember.

Actually since his Mum was a telephonist/receptionist at both hospitals and health authorities.

Michael Shefras (Chair) and PPG members are delighted to work with Graham and already his part in the DHC tripartite partnership is working well.

(Tripartite – Doctors, Practice Manager and Patients Participation Group)

A TRIBUTE TO SHEILA FERGUSON

In memory of Sheila Ferguson – Dr Dalton

Sheila Ferguson was an inaugural member of the PPG Steering Group during its early development in 2005. Her skills soon became apparent to the other group members, who asked her to become chair of the fully-fledged PPG the following year. Sheila continued in this role until her retirement on health grounds in 2011.

Sheila was a popular and very well respected chair of the PPG. She cared about her local community and she had an avid interest in patient participation with regard to health. As with all members of the PPG, she committed her time and effort on a voluntary basis. Being a natural organiser with leadership skills, Sheila was a very effective chair.

Her drive and enthusiasm helped to galvanise the group through its early years and under her guidance, the group gained in strength and relevance. Her good computer skills, inclusive nature and interest in local health issues helped her with the task of establishing and running the PPG Newsletter.

PATIENTS SURVEY 2015 – THE OUTCOME!

The Practice thank all who completed the recent patient survey, and thanks also to the Patient Participation Group for designing and analysing the findings. Nine out of ten respondents would recommend the Datchet Health Centre to family and friends and a similar number are fairly or very satisfied with the quality of care provided by our GPs. The practice scored less well, however, on some of the access questions, notably booking ahead to see a GP and ease of getting through on the phone first thing in the morning.

The Patient Participation Group is working with the practice to deliver improvements in these areas, with the following already agreed:

- The appointment system has been modified so that roughly 20% of GP sessions can now be booked 3 days in advance. These are for patients who do not need to be seen urgently but do not wish to wait for a two-week appointment.
- The practice has recruited an advanced nurse practitioner, Mandy Griffin, who will start on 7 April. Mandy is extremely experienced and will be able to see patients who would otherwise have required a GP appointment. Furthermore, the practice is adding to its nursing team with the appointment of Angela Gbaja-Biamila who also starts in April.
- The practice will be publicising more vigorously the option of making bookings over the internet. It is hoped that this will be more convenient for patients and will also take some of the pressure off the phone lines early in the day.
- Equally, the practice will continue to work to reduce our Do Not Attends (DNAs): these are patients who book an appointment with but then do not attend. Last year, there were nearly 1,200 missed appointments with GPs. The practice wants everyone to understand that they can cancel an appointment simply by sending a text detailing the appointment to be cancelled to 07875 006990.