



DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER

June 2014

**This update 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.**

**FROM OVER 10,000 REGISTERED PATIENTS
ONLY 10% ARE REGISTERED FOR e-mail CONTACT
PPG's CHALLENGE IS TO GET
EVERYBODY WHO HAS ELECTRONIC COMMUNICATION REGISTERED!
To register - Just advise your e-mail address at reception
or send it to wamccg.datchetreceptionist@nhs.net**

'As I see it' – Michael Shefras PPG Chair - January 2014

I moved into Wraysbury in 1997 and became a patient at the Wraysbury Surgery. There were no problems and when that closed I moved with the other 50% Wraysbury residents to join the Datchet Health Centre: with the other 50% Wraysbury residents already there.

It is always traumatic when one moves your doctor. I have to say however I found the DHC surgery very comfortable. We quickly found our favourite GP and overall were comfortable with the medical services on offer.

We suffered the same aggravations as do all the patients in getting through the reception in the morning. Which led me to communicate with the editor of the quarterly newsletter. This led me to being invited to join the PPG whose principle task is to make it better for the patients.

PPG have proposed improvements to patient service covered in the last newsletter. Their efforts continue to endeavour to make the patients experience more comfortable. To make sure we are on the correct path we do need input from you, the patients!

**PLEASE DO LET ME HAVE YOUR CONCERNS
THOUGHTS AND SUGGESTIONS TO:**

chairdatchetppg@shefras.demon.co.uk

Through this quarterly Update Newsletter we will keep all those who are registered-mail patients what is happening in your Health Centre.

HEALTH EDUCATION EVENING!

**Tuesday 24 June, 2014 in the
Wraysbury Village Hall
7.30 p.m**

NAVIGATING THROUGH THE NEW NHS

**This is a one stop opportunity to learn
first-hand how it affects you –
The Patient.**

IT IS FREE

**WE WILL PROVIDE COFFEE
A GOOD TIME TO NETWORK**

***SEE THE POSTERS AND
PUBLICITY MATERIAL***

**Welcome – How the NHS is now working -
Clinical Commissioning Group –
Health Watch and A & Q Session**

CHANGES WITHIN THE SURGERY

We were sorry to lose the services of Karen Holmes, the Practice Manager at the end of March who moved onto another position in the NHS.

We welcome Mr John Paulson who took the position starting in the middle of April. John has huge experience as a retired RAF staff officer and we are sure that he will guide the practice forward in fine fashion.

Physiotherapy service will cease at King Edward. There will be two days of Physio treatment at Datchet Health Centre commencing in June.

DOCTORS AVAILABILITY

Normal Surgery Times 0830 – 1130 a.m and 1430 – 1730 p.m

<p>Dr Watts – Every day excluding Wed & Fri pm</p> <p>Dr Wallbank – Mon, Tues p.m, Thurs</p> <p>Dr Chan – Mon, Tues a.m – Wed – Fri am</p> <p>Dr Beardsall - Tue and Fri</p> <p>Dr Bijjala – Mon am, Tues am – Thurs & Fri</p>	<p>Dr Sivanandan Tues, Wed, Thurs, Fri pm</p> <p>Dr Wheelwright – Wed</p> <p>Extended Hours</p> <p>Mon from 7.20 am – Drs Chan, Makepeace or Wallbank Thu 6.30 to 7.30 pm – Drs Watts, Bijjala, or Suranandan.</p>
--	--

NHS England's Care Data – Rowena Mignot
Some months ago my attention was drawn to a little known fact that all Patient Care Data was going to be more accessible to third parties as from the end of March 2014. . As there had not been enough preparation for this, the date for this was deferred till September. If you do not want your records to be available to the HSCIC then please call into the DHC and collect an opt-out form. They are on the front desk

Dr Ferguson is now on maternity leave and we wish her well.
The panel above has been amended to include two doctors who will be standing in for her.

Getting an appointment! – Michael Shefras
In the March issue we had a box with a receptionist's take on what happens at 0830 every morning. It is almost an impossible task!
I happen to think that we are actually blessed with a very good practice with four very good partners and good associates but they are only human and can only deliver succour in the time they have available!
There is nothing special about me. I am a patient and have receive the same treatment as all patients. Since I have been the chair of the PPG one of the main issue is how the receptionist service can be improved.
The facts: The Doctors' usual sessions are shown in the box above. Dr Ferguson on the next page gives more information. The number of same-day appointments can vary depending on the day of the week; for instance, there is often a high demand following a weekend so most appointments on a Monday are same-day.
In response to suggestion from the PPG the practice spent several thousands of pounds last year on the new switchboard. There are three receptionists taking calls from 0830 and another at the reception desk.
There are eight incoming lines and once the three receptionists are on the line there is a holding position for five more patients on the line. There is always going to be a pressure. Following from the patient survey, the practice is committed to ongoing training of receptionists to maintain a high level of service'.
The Datchet Health Centre PPG asks patients to contact them with feedback, comments and suggestions regarding the practice by e-mailing datchet.ppg@gmail.com; however, specific individual complaints should be addressed directly with the practice using the guidance on the Datchet Health Centre website: www.datchetdoctor.co.uk

Wraysbury Patients – Mark Smithers
PPG were advised that there was some discontent from Wraysbury residents about aspects of the service provided by Datchet Health Centre.
This was discussed at the PPG meeting on 30 April, 2014. PPG exists to represent patients' views and keep the practice in touch with changing patient needs and demand for new services.
The practice have prepared a statement regarding service to Wraysbury patents.

Comment from PPG Chair: It was also on the PPG's agenda on 11 June, 2014.
The statement from the practice has been published and is has also been distributed with this newsletter.

WHO ARE PPG

Their photographs are on the PPG Notice Board in the surgery

Michael Shefras – Chair
Ernie Addicott
Jayne Crompton – Hon Sec
Pam Curry
Suresh Gogna
Bill Joy
Anita Kapur
Rowena Mignot
Mark Smithers
Vivian Walton
From the practice
Dr Martin Chan
John Paulson – Practice Mngr

Why we run late.....

Dr Ferguson tells us why.

The first thing to say is that all of us at Datchet Health Centre dislike running late. And we make every attempt to run to time. Unfortunately, and despite our best efforts, there are lots of unavoidable reasons that cause us to run behind.

10 minute appointments

Some patients are not aware that each appointment is only ten minutes long. This ten minute slot is to cover talking to the patient, examining, prescribing and writing up comprehensive notes. Each ten minute appointment allows for only one medical problem. We try to cover as much ground as we can, but if patients come with lists of multiple problems that they have saved up, in a surgery of between 14 to 18 patients it only takes a couple of these to create quite long delays. We're not suggesting these patients shouldn't come to the doctor, but we ask that they book a double appointment when they have much to discuss.

Emergencies

Although A&E is the place that people should go if they are experiencing an emergency, it is not uncommon for patients to see their GP and subsequently need admitting to hospital. If someone is really unwell, you can understand why a doctor needs to stay with them to monitor them until the ambulance arrives. This can often take quite while and unfortunately has an impact on the timing of subsequent appointments.

Late patients

As already mentioned, time is very tight. If a patient is late and needs to be seen then this obviously impacts negatively upon all the rest of the patients booked into the surgery.

Sometimes we will have to ask late patients to rebook as it is not possible to fit them in, especially if their allotted appointment time has passed.

Duty Doctor sessions

Each day there is an Duty Doctor allocated to triage urgent enquiries. This can cover just about everything. Nurses, district nurses, physiotherapists, dieticians, Macmillan nurses. The local accident emergency department local consultants may ring or knock at the door wanting information or advice on a patient. Whilst they are advised to avoid surgery times whenever possible, in many cases this is unavoidable.

Patients also sometimes ring up for urgent advice, to request an urgent home visit or attend the desk asking for an urgent prescription. In many cases it can be very difficult to tell them to wait till the end of surgery. We try our best to ensure that this does not affect our routine surgeries but occasionally circumstances dictate that they need to take priority.

In the last year we have introduced 'catch up' slots mid surgery to try to allow us to make up time if we are behind, which have gone some way to improving the situation. All we ask is that you please bear with us if you are not called in on time. After all the next time it may be you that needs to be admitted to hospital, are unavoidably late or is in need of an urgent prescription.

Please be assured, we are trying our best. We are not putting our feet up or surfing the internet!

We strive for high quality care at Datchet Health Centre and sometimes this takes a little bit more time to deliver.