



# DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER

March 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.**

<p style="text-align: center;"><b>EDITORIAL</b></p> <p>Welcome to this new style quarterly PPG <b>Newsletter</b>. Through this text we hope to update you quarterly on what happens at the Datchet Health Centre. Update services available at the centre and provide health advice.</p> <p>It is circulated by e-mail to those who have registered their contact address. It is also available as published on the reception desk.</p> <p>Only 10% of the patients have registered e-mail contact and PPG's challenge is to get everybody who has electronic communication registered!</p> <p><b>To register</b> just advise your e-mail address at reception - or send it to <a href="mailto:Wamccg.datchetreceptionist@nhs.net">Wamccg.datchetreceptionist@nhs.net</a></p>	<p style="text-align: center;"><b>WHO AND WHAT IS THE PPG?</b></p> <p>A dedicated group of patients who have the interests of the patients and the practice at the centre of their endeavours.</p> <p>During 2013 the group put together their terms of reference and objectives leading to a democratically elected PPG.</p> <p>William Joy who signed off the previous Newsletter offered his resignation during December and Michael Shefras was elected in his place. Through these <b>'Newsletters'</b> we will introduce you to others in the group and their photographs are on display in the waiting room.</p> <p><b>WE THANK BILL JOY FOR HIS LEADERSHIP OVER THE PAST YEARS.</b></p>
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<p style="text-align: center;"><b>PATIENTS' PERSPECTIVE</b></p> <p>"All I want to do is be able to pick up the phone and make an appointment! I started at 0830 and by the time I got through there were no appointments for the Doctor I wanted!</p>	<p style="text-align: center;"><b>RECEPTIONISTS' PERSPECTIVE</b></p> <p>"There were three of us answering the phones from 0829 and did not stop until the rush came to an end! We do our best to meet the patients request but we can only fit in when there is capacity!"</p>	<p style="text-align: center;"><b>DOCTORS' PERSPECTIVE</b></p> <p>"We start early for surgery, then we deal with telephone calls and visits to really sick patients at home. There are early, afternoon and late sessions as well. It is common for us to have a twelve hour day."</p>
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PPG would like to open a dialogue with the Patients and the Practice to see how this can be improved. To this end we would appreciate your comments, views or concerns to:

**[Chairdatchetppg@gmail.com](mailto:Chairdatchetppg@gmail.com)**

**WE WILL KEEP YOU ADVISED THROUGH THE NEXT NEWSLETTER**

## OUTCOME FROM PATIENTS SURVEY DRAFT FORWARD ACTION PLAN 2014/15

The survey was sent by e-mail to the Patient Reference Group (PRG) during December. It was also available at the reception desk. It contained 25 questions and patients were asked to complete the survey by end of January, 2014. There are over 10,000 patients registered with the Datchet Health Centre but only approximately 1,000 registered for the PRG. Between 226 to 282 patients answered the 25 questions posed.

A PPG small working group analysed the responses and will be recommending an action plan to the Practise to ensure continuing improvement to patient care.

### THE FOLLOWING IS A SNAPSHOT OF RESPONSES

WHAT DID THE SURVEY TELL US?	WHAT ARE WE DOING ABOUT IT!
<p>In the main there was a high level of satisfaction for the care proved by the Datchet Health Centre.</p> <p>Major concerns were: (Not in any way prioritised)</p> <ul style="list-style-type: none"> <li>➤ Clarification of how the appointment system works</li> <li>➤ When are the doctors' surgery hours?</li> <li>➤ Delivery of phlebotomy services within the practice for all</li> <li>➤ Better communication at all levels</li> <li>➤ Service for Wraysbury patients who cannot easily travel</li> <li>➤ Better communication for the harder hearing</li> <li>➤ A wall clock would be nice on both floors</li> <li>➤ Sometimes it is hard to hear the doctors through the loud speakers</li> </ul>	<p>The Patients Participation Group is scheduled to meet on 12 March. On its agenda will be the first draft of an action plan which will be developed working with the practice.</p> <p>It is expected that the headings for the Action Plan will be: (Not in any way prioritised)</p> <ul style="list-style-type: none"> <li>❖ Communication at all levels</li> <li>❖ Patient service training</li> <li>❖ Define the appointment system</li> <li>❖ Work to get funding for phlebotomy services within the practice</li> <li>❖ Systems to alleviate problems caused by doctors working late – recognising that there are emergencies and some patients need extra time.</li> </ul>

**He that all men will please shall never find ease** - Having said all of the above we are cognisant of the minority complaints and where justified will be taking them into account within the action plan. However it is beyond the wit of man to please everybody all the time.

### DOCTORS AVAILABILITY

<p>Dr Watts – Every day excluding Wed &amp; 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 Ferguson – Tues, Wed pm. And Fri</p> <p>Dr Bijjala – Mon am, Tues am – Thurs &amp; Fri</p>	<p>Dr Makepeace - Mon, Wed, Fri</p> <p>Dr Sivanandan – Tues, Wed, Thurs, Fri pm</p> <p>Mon from 7.20 am – Drs Chan, Makepeace or Wallbank</p> <p>Thu 6.30 to 7.30 pm – Drs Watts and Bijjala,</p>
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## ***"EARLY WARNING"***

**DATCHET HEALTH CENTRE PPG ANNOUNCE THEIR  
HEALTH EDUCATION EVENING!**

**Tuesday 24 June, 2014 in the Wraysbury Village Hall AT 07.45 p.m (1945)**

***"Right Care – Right Place". What patients want to know!***

**Three speakers will tell us how the New NHS is now working  
Covering Care in the Community. Health Watch and how the  
Clinical Commissioning Group  
Deliver services in Datchet and Wraysbury**

**Senior Partner Dr Mike Watts will chair a  
question and answer session**

**IT WILL BE A VALUABLE COUPLE OF HOURS!**

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