

The Fulfen Practice



Issue Number 2 - 2011

Introduction . . .

Welcome to the 1st quarterly newsletter of the New Year by the Patient Participation Group (PPG).

The preceding year was notable for many proposed changes by the Government. Some will have a direct effect on our Practice, notably the replacement of the Primary Care Trust (PCT) for Practice Based Commissioning (PBC). These changes will have the effect of giving direct financial control to our GP's of services to their patients by the year 2013.



'PATIENT SATISFACTION'

Over the last year the PPG has surveyed 'patient satisfaction' using both formal survey results compiled by the NHS and informally by a member of our own group (PPG) interacting with patients during surgery sessions.

The results indicate that most patients are generally satisfied with surgery performance.

For those who wish to access the actual survey results, visit the following website: www.gp.co.uk/survey and search for Dr JG Wharton's practice site.

APPOINTMENTS



For your information the practice uses the following system:

1. 10 minutes per individual appointment.
2. Appointments may be booked up to 6 weeks in advance.

Naturally the practice reviews the system to ensure sufficient appointments are available to meet the needs of patients. Working as a team the Doctors review patient consultations and rationalise best practice from their findings.

Additionally the Nurse Practitioner conducts daily 'Minor Illness' clinics and will assist where there is an excessive demand for Doctors appointments.

For those who are not aware, appointments may be booked online and repeat prescriptions can also be ordered using the same website. Just speak to the receptionist who will register you and give you details of how to proceed.



- The busiest days for the practice are Monday and Tuesday so routine appointments are more easily obtained later in the week.
- Tuesday evening late surgery operates between 6.30 pm to 8.30 pm.
- The Nurse Practitioner 'Minor Illness' clinic is available on the day although an appointment is always necessary.
- Blood tests must be taken in the morning as the courier from the hospital comes to surgery at lunchtime each day to transport any samples directly to the laboratory at the hospital. If bloods are stored overnight results can be affected. Exceptions can be made for patients having their annual review blood tests but all other tests must be in the morning.
- If you have been referred to hospital via the 'Choose and Book' system and are experiencing difficulties when trying to arrange your appointment, please contact reception and ask for the secretary, Jo, who will be happy to help with any queries.



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In Brief . . .

New premises

The relocation to the current site of Greenwood House is now being developed by the County Council, We hope to see a successful plan developed in the next few months.

New Doctor

We are pleased to learn of the imminent appointment of a new General Practitioner to the Practice, Dr Helen Bramwell will be joining in April. We wish her well for the future.

PPG vacancies

There are currently two vacancies within the PPG and we would very much like to hear from any existing patient of the practice who may wish to join us. Please make your interest known via reception.

ADDITIONAL ITEMS

The Practice will accept any donations of current, up to date magazines for the waiting area.

Mindful of the confidential nature of conversations at reception and the restricted area available to wait, may we request that you do your best to give space to the person speaking to the receptionist.