WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.

April - June 2012

PATIENT SURVEY RESULTS

Thanks to all of you who participated in our patient survey last quarter - giving us your honest feedback and comments about the services we provide. As many of you already know, the survey was focused on <u>access to healthcare</u>, in line with our aim -

"to provide fair & reasonable access for all patients to good quality medical care; making best use of the resources we have."

The full report can be viewed on our website www.wrmc.org.uk and also featured on the waiting room notice-boards. Patients' feedback told us:

100% found our text message appointment reminders useful

87% were fairly or very satisfied with the practice

72% would checkout health information on NHS Choices www.nhs.uk

68% wait for up to 20 mins in the waiting room

37.5% consult more than national average

34% can see a GP of choice within 4 days

The areas identified in the report as most in need of improvement were -

- Access (time and satisfaction) to named GP;
- > Time spent in waiting room;
- > Extended hours' appointment awareness:
- Awareness & use of NHS Choices website.

It was therefore proposed by the practice and agreed by a meeting of our Patient Participation Group members, that we focus on these topics for improvement. Ideas included -

- Improving patient education using patient call & health information systems, waiting room notice-boards, information flyers and emailing surgery snippets newsletter to improve communication to patients encouraging use of surgery website, NHS Choices website for self-care, appointment awareness of one problem per consultation and information about extended hours appointments availability.
- Consider changing incoming phone message to signpost patients to WRMC website www.wrmc.org.uk for up-to-date news about services, health education and self-help information.
- **Ensuring website remains up-to-date** with easy to find health information to support self-care and other local care options.
- ➤ Clinicians to aim to set agenda at start of consultation to make best use of 10 minute appointment (7½ minutes face to face + 2½ minutes recording consultation notes).

We'll be working on these aspects over the coming months and repeating the survey later in the year to assess progress.

DISABLED DRIVER BLUE BADGE

CHANGES from January 2012

You can apply to Trafford for a blue badge by:

- 1. Telephoning 0161 912 2000
- 2. Calling into your local <u>Trafford library</u>
- 3. Online at www.direct.gov.uk

Trafford will require you to attend an assessment appointment where your application will be approved, rejected or referred for an independent mobility assessment. If approved, Trafford will take your picture and you will need to pay their badge fee of £10.

DID NOT ATTEND FIGURES Q1 2012

WASTED:	SURGERY APPTS	HOSPITAL APPTS
January	71	85
February	75	63
March	72	56

Total this quarter = 218 204 Cost: to the practice £3,270 to the NHS £23,500

If you can't attend

the surgery appointment you've booked,

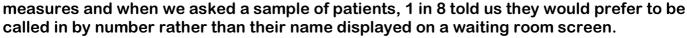
RING to cancel on 0161 905 4721 (24hrs) & leave us a message, please.

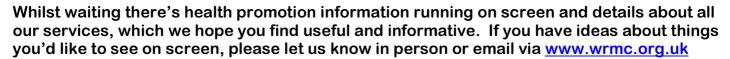
-we can then offer this to someone else who needs it.

AUTOMATED ARRIVALS

Thanks to all of you who've tried our appointments self check-in system. Patients tell us it's easy to use - just be sure to select the single date of birth key (between 1 and 31). The kiosk screen tells you which waiting room to go to and the likely waiting time, before it issues a randomly numbered ticket.

Patients are called into their consultation by this number being displayed on the waiting room screen. We've adopted this system to improve infection control





Using automated arrivals will enable receptionists' time to be spent on the several hundred calls, queries and prescription requests that come in each day; helping us to give you the best service we can within our limited resources.



The surgery will be **closed** on the following dates: **Friday 6**th & Monday **9**th April; Monday **7**th May and Monday **4**th & Tuesday **5**th June. Should you need **urgent** medical attention that cannot wait until we reopen, one of the services below may be able to help:

Mastercall (24 hour GP out-of-hours service) 0161 476 2299 NHS Direct (24 hour nurse-led advice line) 0845 46 47 Minor injuries unit, Altrincham General Hospital 0161 934 8300 (8am - 8pm Mon - Fri; 10am - 6pm weekends & bank hols)

NHS Choices website at www.nhs.yk gives more information about NHS Walk-in Centres open near you.



Finally, don't forget to **ORDER & COLLECT** your repeat prescription before 6:30pm on the previous working days: Thursday 5th April & Friday 4th May & Friday 1st June 2012.

