

WEST MOORS GROUP PRACTICE

SPRING 2008 NEWSLETTER

Thank you to all our patients who completed the "Improving Practice Questionnaire" that we carry out annually. It really helps us to understand what patients think of our services.

Generally most patients were happy with the services that this practice provides however there were a few areas which we feel that we would like to improve and comment upon.

Listed below is some of the comments that we have received and the practice response:-

"I do not like the fact that I have to wait two weeks for a normal appointment. My GP is excellent. I always request to see them"

Patients do not usually have to wait two weeks for a routine appointment. We have five GPs working at the surgery over the week who all have routine appointments available. However if a patient wishes to see a specific GP who works part time or has been on holiday sometimes routine appointments are further away. This is the patient's choice to wait - we can offer earlier appointments.

"A better selection of magazines in the waiting room"

All of the magazines in the waiting room are donated by patients. We cannot accept volumes of magazines as we do not have the room however if patients wish to donate a few magazines a month we are happy to receive them.

"Music & TV in the waiting room"

This practice has had music in the waiting room in the past however in previous surveys patients complained about the music so it was taken out.

The practice is currently looking at a TV service which provides health education and

local information. We will advise further on this in the next Newsletter.

"Evening and early morning surgeries for those people that work"

As you will see from the material in the waiting room the Government is trying to impose additional opening hours on GPs. These hours however will be for ROUTINE appointments only and will be deducted from surgeries during the working day. They will not be supported by nurses or blood testing facilities and patients may have to return to the surgery under a separate appointment. We are restricted on blood services due to the collections by the Health Authority who arrange for transportation of the samples to the Hospital.

We currently have in place a small practice survey asking patients' views on extended hours. As there is still a great deal of negotiation going on around this issue we will write again on this subject in the next Newsletter. However the changes proposed by the Government are expected to take place from 1st April 2008.

We would like to inform patients that we have operated an early Tuesday morning surgery commencing at 8.00am with Dr Smith for workers only for quite some considerable time. It is also possible for people who work to book a telephone consultation appointment to speak with a doctor at a pre-set time or they can request a call from a GP after surgery although these calls are made after home visits but are usually before lunchtime.

Thank you to all the patients who made very complimentary comments about the practice; a few have been selected below:

"I have never had to make a complaint. I am happy with everything – a very good practice"

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“When visiting practices in other parts of the country (with friends and relatives) with poor levels of comfort, long waiting times (54 minutes), we appreciate the level of excellence provided here. Online repeat prescriptions and booking appointments have increased the level of satisfaction”

“This is the most friendly and efficient practice I have ever been to”

“Cannot do anything more than they do”

“We are lucky here at this practice, they are extremely helpful. I was pleased to be able to see my own doctor at two hours notice! They have always been a great help”

“The Doctors, Nurses and staff are brilliant”

WEST MOORS CARERS GROUP

We are pleased to announce that this practice is setting up a Carer's Group for carers in West Moors. We have been successful in obtaining a small grant from the Local Authority to enable us to pay for hall rental, speakers etc. and will be writing to all our carers shortly to invite them to an initial course which will be run by “Help and Care” commencing Wednesday 5th March for 3 weeks. After this we hope to meet once a month on a Wednesday (further details will be provided shortly.) This will be open to all people in West Moors not just our patients. If you would be interested in joining us then please leave your name at Reception.

WEST MOORS NEIGHBOUR CARE

Alongside the setting up of the carer's group a different incentive has already been given funding to set up a team of volunteer drivers to assist with transport problems in West Moors and Holt. This is not a practice incentive

to be Treasurer for the initial year, with Barry Wye (Parish Councillor) being Chairman & Anne Kort serving as the Secretary.

With the bus services being cut in West Moors many elderly people are finding it very difficult to get to hospital or local events. The scheme will be run on voluntary donations for transport however trips to hospital will be at a £5 flat rate each way to Bournemouth and Poole. The group is currently in the process of recruiting drivers and is also looking for a co-ordinator. If you feel that you could volunteer your services please complete one of the forms in the waiting room or pass your details through to either Sue Richards (Practice Manager) or Jane Songhurst (Healthcare Assistant).

AND FINALLY SOME REMINDERS:-

Please visit our website www.wmgp.org.uk where you can order repeat prescriptions online;

Be aware that you can now book appointments on line with our online booking system. Please ask at Reception to register. Please allow 48 hours for your prescriptions to be processed.

THANK YOU!