



Hadwen Medical Practice

NEWSLETTER ISSUE 1 - AUGUST 2012

I would like to welcome you all to the first edition of the re-launched practice newsletter. The newsletter will be published on a quarterly basis and will play an important role in circulating information from the practice to as many of you as possible. In this first edition I would like to update you all on what has happened at the practice over the past six months and our plans for the remainder of the year.

PPG... I am pleased to say that we have successfully recruited members for our newly formed Patient Participation Group (PPG). The PPG held its first meeting with the practice in January and plays an important role as the conduit between the practice and its patients. As a result of the meetings to date with the PPG, and a survey that was carried out in February, improvements have been made to the appointment system and additional telephone lines have been installed to help cope with the demand particularly at peak times (more on both of these later). More details about the PPG, including the contact details for the chairman can be found on our website www.hadwenmedicalpractice.co.uk.

Appointments... Moving on to our appointment system. I am only too aware of the concern with the current availability of appointments. Please see the article in this newsletter which gives full details of the appointment types that we have. Our funding from the government comes in the form of a payment for each patient that we currently have registered. This payment has been frozen for the past two years, however the running costs of the practice continue to increase, so we are constantly trying to juggle our finances while at the same time trying to provide the best possible service to our patients. The appointment of Nurse Practitioners last October is an example of how we are always looking to increase access: They now triage all urgent requests, enabling more non-urgent appointments to be seen by our GPs. I am also delighted to say that we are currently advertising for



another GP partner to join our practice, effective from 1st October. This is a significant financial commitment from the partners and one which should see a measurable improvement in availability of routine and non-urgent appointments.

Phone Lines... As previously mentioned, as a result of discussions with the PPG, additional phone lines were installed at the practice in April. Queuing system software has also been installed, so rather than a phone continually ringing or being constantly engaged, up to 8 callers can be in a queuing system. This enables patients to make the decision on whether to remain in the queue or call back at a less busy time if the call is of a non urgent nature.



Regrettably there have been 'teething' problems with the new phone lines and software, and there have been instances where patients have been disconnected or have waited for a long time in the queue without being connected to a receptionist. If this has affected you then please accept my apologies. A meeting was held recently with the company who installed the software and these issues have now hopefully been resolved. I know that another source of frustration can be the time that it does take for you to move up the telephone queue before being able to talk to a receptionist. When we are fully staffed we have three receptionists whose sole responsibility is to answer these incoming calls. Waiting times do increase when someone is on holiday or is sick. To help ease the pressure during these times we are currently recruiting bank staff who will be able to cover the absences of our permanent staff.

To End... Hopefully you will have gleaned from my first PMs column that we as a practice are doing all we can within the financial constraints that are currently being imposed on us, to ensure that our patients get the best possible service. With input from the PPG and feedback from yourselves, we will continue to review and develop all of our systems and procedures to make sure this happens.



Ian Robertson
Practice Manager

Date for your diaries:

This years' flu clinics will be held on:



Saturday 29th September and
Saturday 20th October at our Glevum Way surgery.

Letters will be sent in early September to eligible patients detailing a date and time slot for their inoculation.

Our Appointment System

We work hard to make as many appointments available as we can. However demand for appointments often outstrips supply. Please try to help ease demand by considering other sources of advice and support, so that appointments are available for those with the most need. Our website gives good advice about colds, sore throats, coughs and other common ailments. Your local pharmacist can advise you about these issues too. Please also remember that injuries should be seen at the A and E department of Gloucester Royal Hospital. Please also remember to cancel any appointments that you no longer need to help improve availability. Appointments can be cancelled by phone, online, through the automated phone system, or by text if you have signed up for our appointment reminder service. Finally, if you are ringing to book a routine appointment or a telephone consultation, or for the results of tests, it would be appreciated if you could call outside of our peak period of 0830-1100.

The appointment types that we have are:

Urgent

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

Telephone Consultation

Suitable for patients who do not need to be seen in person.

Non-Urgent

These appointment types are released each day at 0800 and 1230, for appointments that are usually in 2-3 days time. These appointments are suitable for

those who cannot wait for a routine appointment but do not need to be seen urgently on the same day. There is limited availability of these appointments.

Routine

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These appointments are available to book up to six weeks in advance and can also be booked through the automated telephone system.

Repeat Medication Collection Times

Please note our turnaround times for repeat medication requests:

Deposited with Surgery	Collection Date
Monday	After 2pm Wednesday
Tuesday	After 2pm Thursday
Wednesday	After 2pm Friday
Thursday	After 2pm Monday
Friday	After 2pm Tuesday
Saturday/Sunday	After 2pm Wednesday

We try our very best to have your prescription ready on time. Occasionally though, there may be delays due to GP availability and volume of prescriptions received. To help us it would be appreciated if you could submit your repeat medication request as early as possible.

New Pharmacy

Glevum Pharmacy has been open since March 2012. Access to the pharmacy is available through the surgery during practice opening hours. After hours, the pharmacy has its own independent access via the surgery car park.

Opening hours of the pharmacy are:

Monday	0800-2300
Tuesday	0800-2300
Wednesday	0800-2300
Thursday	0800-2300
Friday	0800-2300
Saturday	0800-2200
Sunday	0900-2000