

Eastville Medical Practice Newsletter – July 2016



New building

It has certainly been a busy few months since the last newsletter! We have moved into our brand new building and have been working to get everything running smoothly. There have certainly been some teething problems, some of which have taken longer than anticipated to rectify, but we are extremely pleased with the building and really feel it allows us to offer a better experience and service to our patients. We hope you are enjoying the new building as well!

The outside area is now complete, with the car park, landscaping and pedestrian entrance finished and opened in the first months of this year. We also have our touchscreen check in system up-and-running now, so patients will no longer need to queue to let reception know that they have arrived for an appointment. There is one touchscreen for our practice and one for Maytrees Practice, and they are located on the wall on the right-hand-side as you enter the waiting area. We had delay after delay in trying to set these up, and found the whole process very frustrating. We hope that both staff and patients will feel the benefit now that they are in operation.

New appointment system

We recently introduced a new appointments system. The aim of this was to make the best use of the resources we have to address as many patient needs as we can, and also to try and ease the pressure on the phones, particularly first thing in the morning. We are now triaging all requests for same day appointments – this means that a GP will call back to discuss the patient's need and will either deal with the issue over the phone or arrange for the patient to be seen. We have also increased the proportion of our appointments that are available to be booked ahead, which gives more flexibility to patients who do not need an urgent appointment to ring throughout the day to book an appointment at some time in the coming week.

So far, we feel that the change has been very positive. Patients who need to be seen on the same day are able to speak to a GP and get booked in; there are appointments available throughout the week for patients who just need a routine appointment; and there are fewer delays on the phone for those ringing in the morning. We are still in the early stages of this change, and will continue to monitor the impact to evaluate whether these positive trends continue. We hope that our patients are feeling the benefits as well as our staff.

Open Day

We recently held a Community Open Day at the Health Centre in conjunction with Maytrees Practice. We had stalls from various community organisations and projects, wonderful vegan food and juices, health checks provided by our brilliant Healthcare Assistants, interactive demonstrations of line-dancing, tai chi and mindfulness, and even a smoothie bike! It was a great day, and we would like to thank everyone who helped to make it happen and all those who came and took part!

Staff changes

There have been quite a few staff changes in the past few months.

From the Nursing team we have said goodbye to Diane Newcombe who took up another job last month, and Liz Wright retired in September (although she is still coming in to do some shifts for us now and then!). In January we welcomed Philomena Scally to our team as a Treatment Room Nurse, and in June our new Nurse Practitioner Anne Wray joined us.

In the reception team, we saw the retirement of Mo Bell in December, who was our Reception Services Co-ordinator. Two new receptionists joined us just before the move – Mahin Saeidi and Sadie Pearce.

We bid farewell to one GP Registrar in February, Dr Amanda Nolan, and then welcomed the next, Dr Jim Robinson.

Finally, there have been some developments on our Pharmacist team as well. In April Farnaz Watson, who has been employed part-time by the practice since 2013, took on the full-time role of Senior Clinical Pharmacist, and a month later was joined by our new Junior Clinical Pharmacist, Huma Afzal.

BP machine

Bristol Area Cardiac Support have very generously provided a BP machine for us to make accessible to patients to keep track of their blood pressure. It can be accessed in the baby change room, just off reception. There are instructions for using it, and it will print out a slip with your result when it's done! There are some result slips available for you to fill in as well, and we request that you hand these in to reception once you've taken a reading so that we can keep your records up-to-date. If you are not sure where to find the BP machine, please ask reception.

Feedback

As ever, we are keen to hear your thoughts and feedback – please fill out a comments and suggestion form at reception if you have anything you would like to say about any of these topics, or anything relating to our services and your experience as a patient.

Please visit our website: www.eastvillemedicalpractice.co.uk