



Happy New Year!



2013 Survey Results

Last October we conducted our annual patient survey, and here are the results.
Thank you to everyone who took part!

Opening hours — We asked which of four given options for opening hours were preferable. The majority of those surveyed indicated that they did not have a preference on the matter (33%), and the highest indicated preference was Saturday morning appointments (27%). Next came early morning appointments (22%) and not far behind was late evening appointments (18%). These results clearly indicate that there is still demand for Saturday morning appointments. The demand for early morning appointments was slightly higher than the demand for later evening appointments, but the difference between the two was only 4 patients. Due to this small difference in numbers, we propose canvassing patient opinion again on this subject specifically prior to making any final decisions on how to alter our opening hours. We will do this in the next couple of months, so keep an eye out for it! We will then implement the necessary changes from April.

Staff — We asked patients to rate the service they receive from the Reception, Doctor and Nursing teams as either good, average or poor. 83% of patients said 'good' for reception, 85% for doctors and 90% for nurses. 2% of patients thought the service from reception was poor, and 1% thought this of the service from doctors and nurses. We are very happy with these results as they clearly reflect the fact that our staff are dedicated to providing a good service to patients. The most common issues raised in relation to staff were those relating to reception, for example that phones weren't answered or that people in reception were not helping patients at the desk. In order to engage with these comments and offer a response, we would like to provide patients with some explanations as to why these situations may arise, for example phones may take some time to be

answered during busy periods simply due to the number of people calling at peak times of the day. We will consider the best way to provide these responses over the next couple of months.

Services — When asked if our services are easy to use, 80% said 'yes', and 20% said 'no'. There was a comment box for those who said 'no', and we are grateful for the respondents who indicated their reasons for doing so as we can use these comments to identify areas which may need improvement. The biggest problem was difficulty getting through on the phone and getting an appointment. The practice will be re-considering the way it offers appointments over the next few months, and will aim to address as many of the issues raised as it can in any changes that are made.

Website — We asked whether or not respondents had visited our website, as we have recently started up an online service for booking appointments. Only 13% of patients said that they had used the site, indicating that the practice needs to promote the website (and the benefits of using it) further. This will be done over the course of the coming year.

Online Appointments



Don't forget that we are now offering online appointment-booking! This services enables you to book appointments for the GPs from our website, and also allows the online ordering of repeat prescriptions from the same web pages. If you are interested in this alternative method of appointment-booking, please ask for a registration sheet from reception. In order to register we will require proof of ID, including photo ID and proof of address, name and date of birth. This is to ensure that your information is kept secure.

Staff changes



We have now said goodbye to Practice Nurse Lisa Merchant, but have welcomed a new Practice Nurse to the team – Katy Leek joined us at the beginning of January, and we look forward to working with her!



The Care Quality Commission (CQC) are the regulators of all Health and Social Care in England, and as part of this role they carry out regular inspections of GP practices. We had our first inspection on 10th December. It involved two inspectors visiting for most of the day, talking to staff and patients, looking at records and documentation, and generally observing the practice at work. We are happy to announce that the inspection went well and we were found to be compliant with all of the criteria which were investigated. The report of the inspection can be found on the CQC website: www.cqc.org.uk.

Care.data

This new NHS data extraction programme will commence in Spring 2014. You may recently have received a leaflet about this entitled 'Better Information Means Better Care'.

Through this programme, patient information will be extracted from GP-held medical records – this will include information such as postcode and NHS number (but not name), which will be used to match your GP practice data with data from other healthcare sources.

The purpose of this extraction is to:

- find more effective ways of preventing, treating and managing illness;
- guide local decisions about changes that are needed to respond to the needs of local patients;
- support public health by anticipating risks of particular diseases and conditions, and help us to take action to prevent problems;
- improve the public's understanding of the outcomes of care, giving them confidence in health and care services; and
- guide decisions about how to manage NHS resources fairly so that they can best support the treatment and management of illness for the benefit of patients.

For further information:

- you can request an information leaflet from our reception desk.
- You can also contact the helpline on **0330 456 3531**.

As a patient **you have the right to opt out** of these extractions if you wish. This would mean that none of your personal data would leave the practice as part of this programme.

In order to opt out please make your request in writing to the practice. Alternatively you can complete an opt out form, which can be found on the website or collected from reception.

Please note: this programme is different to the Summary Care Record scheme, and opting out of one will not mean that you are opted out of the other.

Bristol Clinical Commissioning Group

Bristol Clinical Commissioning Group (CCG) took over the commissioning of local health services in April 2013. They are very keen to engage with the public and respond to what they hear from them, and for this reason they have created an easy method of providing feedback directly to them. To do this, you can visit their website at <http://www.bristolccg.nhs.uk/> and click on the blue speech bubble on the front page entitled 'I'd just like to say'. This will take you to a page with a comment form to be completed. If you provide your name and contact details, you will receive a direct response from the CCG on your feedback. If you are unable to access the internet, you can pass your feedback to us and we will send it to the CCG – please hand it in to reception marked FAO Hannah Stewart.

*- Find out how
you can
contact them!*



Our website

As mentioned above, it seems that many patients are unaware of the existence of our website, or of the benefits of using it. So here are some of the reasons to pay it a visit!

- ⇒ You can book appointments
- ⇒ You can order repeat prescriptions
- ⇒ You can get the latest news about the practice
- ⇒ You can check opening times
- ⇒ You can learn more about our services
- ⇒ You can learn about the Patient Participation Group
- ⇒ You can access documents such as the practice leaflet, complaints policy, patient survey and PPG meeting minutes
- ⇒ You can access the latest newsletter and all previous newsletters!
- ⇒ And much more



Why not take a look?

www.eastvillemedicalpractice.co.uk

NHS Health Checks

The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years) to have a check to assess their risk of heart disease, stroke, kidney disease, diabetes and some forms of dementia and will be given support and advice to help them reduce or manage that risk. If you are eligible you should receive an invitation from us – if you have received an invitation please consider booking your health check! For more information you can visit NHS Choices at www.nhs.uk, or ask your Nurse or GP.

Want to quit?

**Our Healthcare Assistants
can help!**

**Ask reception if you can
book your appointment
today.**



Email Group

If you would like to receive all our newsletters by email, why not join our email group? Just pass your email address to reception!