

Newsletter



Welcome to the February edition of the PPG Newsletter. We apologise for getting this edition out late but our secretary has been unwell. (get well soon Sarah) Hopefully she will be fit and well in a few weeks. Topics included in this newsletter are; the imminent retirement of Dr Lyons, update from the chairman about the recent survey, chaperones, deaf signers & interpreters and the choose well campaign.

Once again we are asking patients to get involved in this group. The group has reduced somewhat since it first started due to other commitment etc. Some fresh input would be very welcome. Please contact Alan Blood– PPG chair or Suzanne Holland-practice manager if you are interested in joining.

DR LYONS IS RETIRING!!



Dr Lyons is currently the longest serving partner at Aspull Surgery and we thank him for his dedication and commitment to the patients of Aspull. He has decided to hang up his 'stethoscope' at the end of March.

We want to take the opportunity to wish Dr Lyons a happy retirement and wish him good luck in all the endeavours he will face in the future.

HAPPY RETIREMENT DR LYONS

Chaperones

Did you know the surgery can make a chaperone available? If you would like a chaperone present during your consultation then please advise the receptionist when booking your appointment or when checking in.

INTERPRETERS & DEAF SIGNERS

Did you know that you can request an interpreter or a deaf signer to assist you in your consultation?

Please let the receptionists know if you require this facility and she will make arrangements for you.

Practice Survey 2012-13

A word from the PPG chair—Alan Blood

Could we thank all those people who took the time to complete the survey. All your comments will prove very helpful in examining what the practice needs to address in order to continually improve services.

It was nice to see that the majority of patients were satisfied with the service they receive at the surgery and made some very positive comments. Similarly, there were some negative comments and suggestions made. We have discussed the findings at our January meeting with the practice manager. You will appreciate not every thing can be addressed at once but we can assure every thing mentioned has been discussed and considered.

The most common themes were around: open surgeries, service promotion and the general waiting room environment. These areas were discussed in depth and it was agreed that the practice will be working on improvement around these areas. An official report will be made available by 31st March which will contain details of what changes have been agreed.

There were a number of points mentioned where it was felt only necessary to re-affirm the current arrangements; one was privacy at the receptionist desk. The surgery is aware the desk is not ideal for discussing sensitive issues however, did you know that should you wish to say anything of a sensitive nature you can ask the receptionist at outset and they will, wherever possible, try to make arrangements for you to speak in private.

Another issue was not having enough time to discuss your problem with the doctor and feeling rushed. If you have a complex issue or more than one problem, please ask for a double appointment with the doctor. It's not advisable to attend open surgery for a long term or complex issue.

Its apparent that the surgery realises open surgeries are not suitable for everyone and know some people remain unhappy with certain aspects of it. The most common comments are about how long you have to wait. The open surgery was implemented for people who feel their problem cannot wait for the next bookable appointment and they were intended for acute illnesses. If you have a long term or complex issue and feel unhappy waiting for long periods, you may want to consider booking an appointment. To enable the surgery to keep this time available for people who are ill the slots cannot be pre-allocated therefore longer waits are inevitable.

The open surgery is under constant review in order to provide the best possible services for all its patients needs.

Many of you will know that the surgery in conjunction with the PPG carry out these surveys every year and your views are important to the practice. If you can spare an hour or so every other month to meet with other patients (the Patient Participation Group) you could help to improve services not only within the surgery but about the whole reorganisation of the NHS now in progress. For further information about the PPG please ask for an information leaflet from reception next time you are in the surgery.

Waiting Room Refurbishment

The practice is currently arranging for the waiting room to be redecorated with some adjustments to the seating and flooring.

The work is due to be carried out in March and will help to improve patient experience in the general waiting area. This will help to meet the essential standards that all healthcare premises need to have in place.

If you want to know more about the essential standards as set out by the Care Quality Commission; please visit: <http://www.cqc.org.uk/public>

Think before visiting the Accident & Emergency Department

We are asking people to consider how and when they seek help when becoming poorly this winter with coughs, colds and sore throats. As well as seeing the GP for these common problems, there are some alternatives such as the local pharmacists with the minor ailments scheme, NHS direct, out of hours service which can offer excellent reassurance and support in helping you to look after yourself or your family and friends. Please don't go to Accident and Emergency with minor illnesses. By keeping this free for serious and potentially life threatening illnesses, it can look after the really poorly people in a quick and timely manner to the benefit of us all.

The name for this campaign is called "Choose Well" and you may have seen the Thermometer, reminding you of the campaign in various newspapers and or posters across the Borough.

Thank you for your help in understanding these issues and for working with us to help you get the best.



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