

Patient Newsletter

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ROSEMARY MEDICAL CENTRE
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A huge congratulations to Dr Emma Evans on the birth of her new baby boy.

We are delighted to welcome some new members of staff to the team here at Rosemary Medical Centre. Sister Fiona Kanczler joins as our new Practice Nurse. Fiona is a very experienced Practice Nurse and will be working Monday, Tuesday and Thursday. Fiona will also be doing some Saturday morning clinics.

Dr Sharon Okyere, our new F2 doctor also starts in April. Dr Okyere will be with us for a 4 month placement. We have a Medical Student, Anna Harvey, attached to the practice from 10th April - 28th April.

Dr Sarah Mohay joins us on 18 April and will be working 3 days a week, Tuesday, Thursday and Friday. Dr Broadley has now taken up his new post of Deputy Locality Chair for Poole Central. This means Dr Broadley will not now be available on Thursday mornings for appointments but will be working hard with other clinical colleagues to sustain primary healthcare provision in the local community. Dr Garland has also decided to reduce her days to 2.5 from 3. Dr Garland will now be here on Monday all day, Wednesday all day and Thursday mornings.

We have also said goodbye to Dr Lucy Jones who left at the end of January to go on Maternity Leave.



How your data is shared?

As a practice we aim to provide you with the best quality care that is safe and effective. To facilitate that we now work with a wider team to provide a comprehensive range of health related services to you and your family. The practice uses the clinical computer system called SystemOne, which enables your full electronic record to be shared to anyone involved in providing direct care to you, across different healthcare services.

You have choices about whether or not your information is available to other providers who care for you.

Please pick up a leaflet from reception for more information.

Electronic Prescriptions

The Electronic Prescription Service is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

It means you will not have to visit your GP practice to pick up a paper prescription. Instead your GP will send it electronically to the chemist of your choice.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Please ask your doctor or reception for more information.

Easter Opening Times

14th April - Closed Good Friday

15th April - Closed Easter

Saturday

17th April - Closed Easter Monday

Patient Participation - how we have acted on your feedback

Over the past year the Practice has addressed four main areas that were raised by our patients through feedback received from a variety of sources; our patient 'family and Friends' questionnaire, significant events, complaints, a mystery shopper exercise, national patient survey and the feedback section on our website. From that feedback the actions below were taken to address the issues which were important to all our patients and we hope these meet with your approval. We will soon be reviewing the latest feedback we have received to formulate our action plan for the coming year and will let you know the areas we will be addressing once these have been agreed with the Practices Patient Participation Group.

Priority areas to be actioned	Recommendation	Progress so far
<p>Accessing the correct patient details – through our significant event finding it has shown that on occasions the incorrect patient details have been accessed due to Patients not only having the same name but also D.O.B.</p>	<p>Continue to use pop when similar name and DOB is highlighted</p> <p>To monitor effectiveness of pop up when review trends in significant events relating to similar names</p>	<p>Two further significant events have been reported</p> <p>A search was carried out on the clinical system to identify all registered patients with similar names. All these patients were coded and a pop up linked to the code.</p> <p>The read code is added at the time of registration.</p> <p>No Significant Events reported since the introduction of the new pop up.</p>
<p>Review of Appointments FFT has shown some comments regarding long waits for appointments</p>	<p>More effective use of Over 75s nurse for in house appointments</p> <p>? Nurse Practitioner telephone consultations</p> <p>? Telephone consultations mid morning?</p>	<p>All doctors now have 5 telephone appointments at the end of their morning surgery.</p> <p>Through staff training and wider promotion we have seen an improved uptake in appointments with our Over 75 Nurse.</p> <p>We continue to explore ways of developing or changing our appointment system to improve accessibility to patients.</p>
<p>Advertising the range of our services more widely FFT has shown comments regarding a lack of knowledge about our Saturday morning surgeries</p>	<p>Promote more widely on:</p> <p>Notice on external board</p> <p>Waiting room – did you know board</p> <p>TV Screen</p> <p>New Website</p> <p>Regularly in newsletter</p>	<p>A notice has been added to the external board and in the waiting room.</p> <p>We are in the process of developing a new website and it will be advertised clearly here</p> <p>An update on the services we offer has been included in the newsletter.</p>
<p>Increase in DNA (Did Not Attend) appointments Appointment DNA audits demonstrate an increase in DNA appointments. A patients queried the process we have in place to manage this.</p>	<p>Review DNA Policy and ensure it is implemented appropriately</p>	<p>DNA Policy reviewed and updated</p> <p>Template warning letters re-worded</p> <p>Template Letters set up on clinical system</p> <p>Regular searches set up and run on a monthly basis to send warning letters.</p> <p>First and second warning letter sent before removing patient from list.</p> <p>Review DNA figures after 1mth, 3mth, 6mth and 1 year</p>