



St Lawrence Surgery Newsletter 2018 No.1

Produced in partnership with the Surgery and the Patient Participation Group.

YOU SAID, WE DID

Thank you to everyone that participated in our patient satisfaction survey. We are delighted to say that we had an excellent response and overall very good satisfaction results, reporting that:

- 1) 91% of our patients were very likely or likely to recommend St Lawrence Surgery.
- 2) 86% of our patients said they felt our receptionists were as helpful as they should be all or most of the time.
- 3) 93% of our patients said their doctor treated them with dignity and respect all or most of the time.
- 4) 90% of our patients said the nurse knew enough about their condition or treatment.
- 5) 92% of our patients said they found the paramedics knew enough about their condition or treatment.

Areas to improve on:

- 1) 58% of our patients said they could get through to the surgery by telephone within a satisfactory time.
- 2) Patients wanted to pre-book to see a GP.
- 3) We have also had comments with regards to the ordering of medication.

Please find our full report published on our website. We have worked with our Patient Participation Group and have developed an action plan based on your feedback. Please see highlights below:

Appointments:

- 1) **We have a new appointment system** – This started in January 2018. We now have more appointments available on the day with our highly qualified Paramedic Practitioners and Nurse Prescribers. We believe that many of the people that ring for an appointment on the day can be seen by them. Please see the website to understand the role of these key professionals within our team and help us to help you by booking the appropriate team member.
- 2) More of our GP appointments can now be pre-booked in advance with less availability on the day, in reflection with the recent patient feedback. Paramedic Practitioner and Nurse Prescriber appointments are available on the day for acute problems.
- 3) GP appointments are now generally for people with more complex problems.

Telephones:

- 1) We have a telephone wall board which reports how long people must wait to speak to a receptionist on the telephone. We have put more advisers on the telephones at 8.00 a.m.

- 2) We have stopped taking verbal requests for prescriptions over the telephone for safety reasons and to help patients get through to the surgery more quickly. Prescriptions can be requested online or via our website.
- 3) We will create more online appointments with Paramedic Practitioners and Nurses to save you ringing on the day. To register for this service, please ask at reception or ring the surgery.
- 4) Currently we are aware we do have a major fault with our telephone system, therefore if you do not hear the Doctors message at the beginning of the call and it just rings instead, please terminate the call and ring again. The telephone company is monitoring this serious fault.

Medication:

- 1) Medication – we have had some issues with prescription requests and so we have employed a new Pharmacist, called Lucy Howie who will work directly within the practice with the medical, nursing and reception team to support the practice and patients with improving this process and answering patient queries about medication etc.

Are you a carer? We want to look after you!

Our carers health team can assess carers and check your general state of health and wellbeing. We can offer 30 minute consultations for advice about how to keep healthy and manage any health issues you might have.

We work closely with other NHS specialist services, social and caring services as well as many other voluntary and community services.

Our Carer Health Clinicians will work in partnership with you to provide personalised one to one advice and information. This could include:

- Practical advice and training to help you in your caring role, such as safe moving and handling techniques and managing medication, coping strategies.
- Information and advice on other services to help you in your caring role and lead a healthier lifestyle.
- Advice and information to help your contingency plan for the future and guide you through the complex health and social care system.

Please contact reception to book an appointment.

The Friends of St Lawrence Surgery Patient Participation Group

Our Patient Participation Group (PPG) are volunteers who provide the patient perspective, influence the development of services, keep patients updated about local changes within the NHS and raise funds to enable the practice to purchase equipment that isn't normally funded by the

NHS, with the aim of improving patient experience. If you are interested in the PPG or would like to become involved further information can be found on the website or in a leaflet available at the surgery.

We urgently need:

A secretary to support The Patient Participation Group (PPG) committee through a period of exciting change. For more information contact the Chairperson, Chris Moon-Willems on (07505) 103955

Good quality books, particularly fiction. Please feel free to leave these at reception, marking them for the attention of Phil Skitt. The money raised from the sale of books by the PPG will go towards a new 24 hour blood pressure monitor which will save patients the need to travel to Worthing Hospital.

A New Year Message From The PPG Chairman

The increased demand on health services, including GP practices, has been well documented, especially during the past few months. We are proud to say that, as usual our surgery has risen to the many challenges that have been presented, in particular the Doctors and Staff have looked at ways of improving patient access to appointments and I am pleased to report that the new system put in place has shown excellent results, improvements in structure and process, which has resulted in the surgery being able to offer significantly more patient appointments. To find out more on how you can book your own appointment using our online booking system please ask next time you are in Reception.

I can also honestly say that when I have needed medical intervention and seen or spoken to one of the paramedics, doctors or nurses at the surgery I have always come away feeling that my health issues were dealt with and received timely, professional attention, regardless of which health professional was involved.

In the grip of unprecedented demand, we need to understand that things have and are changing and accept that our surgery is doing its very best for patients under extremely difficult circumstances. If you have an idea for further improvement I would love to hear from you.

Complaints however, need to follow the correct procedure and should be directed to the surgery. If you would like to contact me, please do so on the number above.

We hope you enjoy reading our newsletter but if you have any comments about its contents or other things you would like included then please contact Jo Wadey (Practice Manager) at jowadey@nhs.net or Alan Hardwick (Editor) at alan.hardwick@stlawrencesurgery.com

If you would like this in a larger font, then please contact the editor.

If you are a patient, then find us at <https://www.facebook.com/groups/StLawrenceSurgery>