

May 2018 – Surgery Newsletter



End of 'NHS Year' performance: We've reached the end of our financial year which is always a great time to look back at the last 12 months. There's been no let up on demand and we've had yet another lower than inflation funding increase. We have to just keep working harder to keep up as we cannot afford any extra doctors or nurses.

Sadly Dr Daniel has now left us and we are finding that we are now extremely short of GP appointments. The good news however, is that we are welcoming back Dr Vine who was here a couple of years ago. Dr Vine cannot start until July, but when she arrives, she will be working more sessions and therefore we will benefit from having more GP appointments available. We will need patients to bear with us however, as it is going to be a difficult time until July, but we will do our best as always.

Here's a list of some of the key patient tasks over the last 12 months:

348,820 prescription items issued	53,153 calls from patients answered
65,569 calls to patients made	58,651 appointments with patients
27,919 clinical letters actioned	27,910 lab reports actioned
5.322 referrals for patients completed	987 GP home visits completed

We are particularly proud that the average time patients wait beyond their official appointment time is a mere **4 minutes**. We've also managed to answer calls on average after just **39 seconds** and when the on call doctor has called back urgent on the day appointment requests, patients excellent feedback despite not being anywhere near perfect, achieving **92.6%** being 'good or very good' in the national GP survey and maintaining our **5 star rating** on NHS Choices. We really do appreciate all the feedback and support we get from patients, so thank you to you all.

Hay fever: Now is the best time to start thinking about preparing yourself if like me, you are a hay fever sufferer. You can get antihistamine tablets extremely cheaply these days, so why not make sure that you have three months' worth at home ready? They are available online for as little as a fiver for 3 months' worth. Also don't forget your pharmacist can also give you help and advice but GP appointments should only be considered for this in extreme cases.

Medication Reviews: Can we remind patients that when they collect their monthly repeat medications, they check the prescription slip to note when their medication review is due please? We are getting more and more patients overdue by many months and this causes the system to slow down a lot due to the extra processes we have to follow.

Test Results: We are happy for patients to call us to get their test results but would like to request that these calls are please made after 1.00pm avoiding peak times.

The next meeting of the Patient Participation Group will take place at 6.30pm on Thursday 17th May 2018 at the Great Bentley Village Hall.

There's a special guest this month in the form of Dr Shane Gordon from Colchester General Hospital who is coming to talk about the merger with Ipswich Hospital. Not one to be missed!

Richard P Miller – Practice Manager