

GREENSAND SURGERY

NEWSLETTER – FEBRUARY 2012

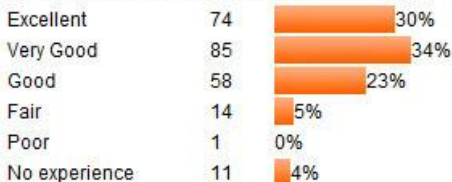
GP PATIENT SURVEY

Total responses: 243

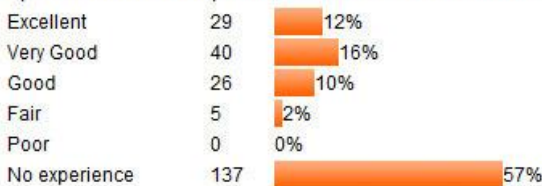
Thank you to those patients who completed the GP survey. Also a big thank you and well done to the staff.

Q01 Access to a Doctor or Nurse

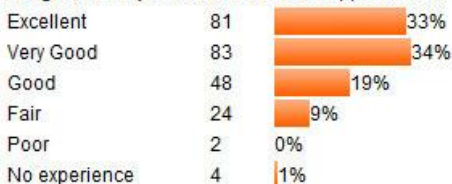
Speed at which the telephone was answered?



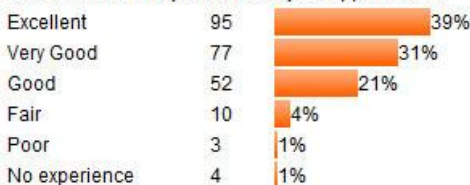
Q02 Speed at which the telephone was answered if call transferred?



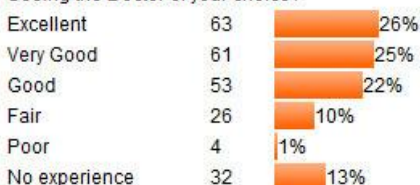
Q03 Length of time you had to wait for an appointment?



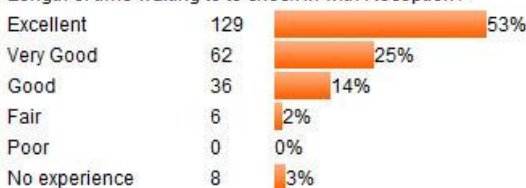
Q04 Convenience of day and time of your appointment?



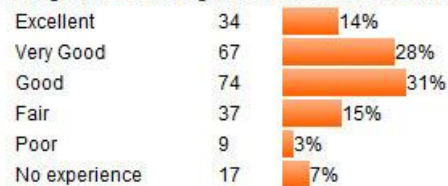
Q05 Seeing the Doctor of your choice?



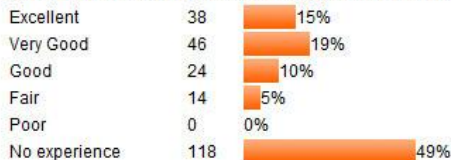
Q06 Length of time waiting to to check in with Reception?



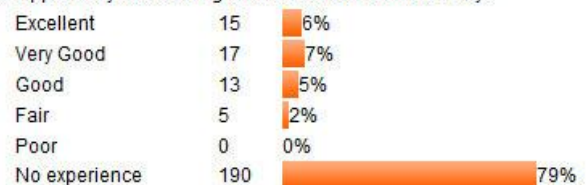
Q07 Length of time waiting to see the Doctor or Nurse?



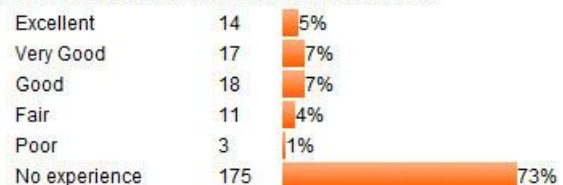
Q08 Opportunity of speaking to a Doctor or Nurse on the telephone when necessary?



Q09 Opportunity of obtaining a home visit when necessary?

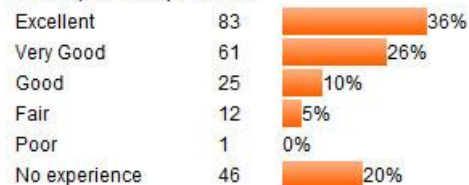


Q10 Level of satisfaction with the after hours service?

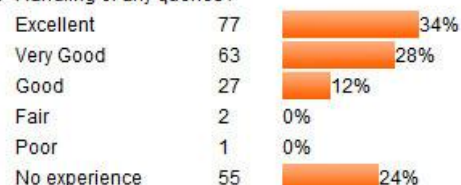


Q11 Obtaining a Repeat Prescription

Prescription ready on time?

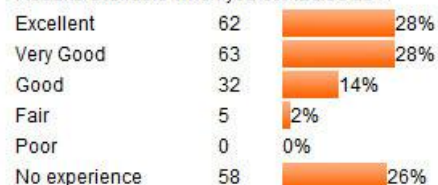


Q13 Handling of any queries?

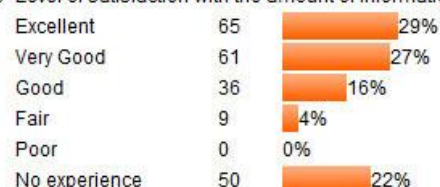


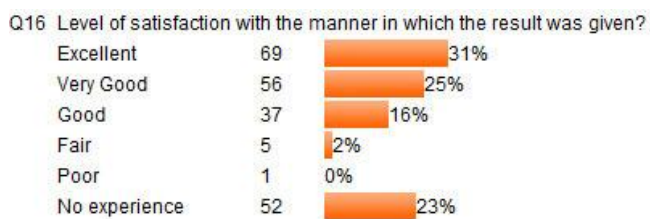
Q14 Obtaining Test Results

Results available when you contacted us?

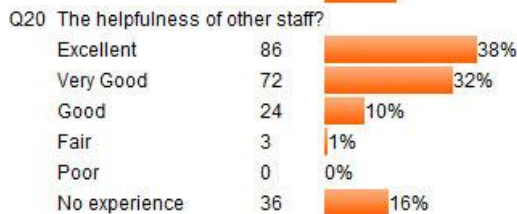
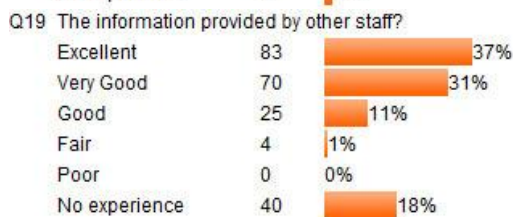
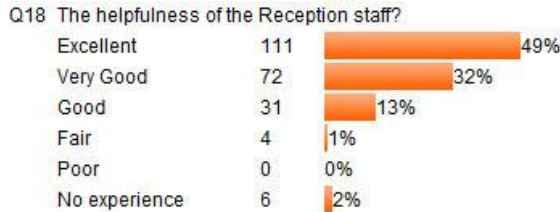
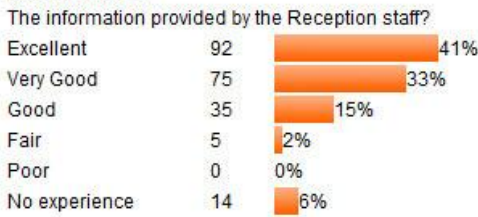


Q15 Level of satisfaction with the amount of information provided?





Q17 **About the Staff**



A patient forum has been set up on our website for your comments. www.greensandsurgery.co.uk

Your comments on the survey are important to us because they will enable us to take forward an action plan.

You will need to join the virtual group first. Then all registered members will have access to the Patient Group discussions, surveys and analysis.

A BIG THANK YOU!

Once again the surgery was overwhelmed by your generosity at Christmas. We have never had so many boxes of chocolates, biscuits, wine and cards. It always amazes us that at such a busy time you think of us in such a kind way. We would like to thank you all individually, but hope you'll accept this big **THANK YOU!** from all the staff and doctors.

PRACTICE CLOSED FOR TRAINING

Staff from a number of surgeries in the Bedfordshire area will be taking part in a series of important joint training sessions. This training will help improve the services they provide to their patients.

There will be a reduction in service so the practice can take part in this training on the following dates:

WEDNESDAY 14TH MARCH 2-6
NO SURGERIES AVAILABLE (GP OR NURSE)
THE OFFICE WILL REMAIN OPEN ONLY FOR PATIENTS WHO HAVE APPOINTMENTS WITH THE MIDWIFE OR FOR CHEMISTS COLLECTING PRESCRIPTIONS.
TELEPHONE LINES WILL BE DIVERTED
&

OTHER DATES WHERE SERVICES MIGHT BE AFFECTED ARE:
THURSDAY 26TH APRIL 2-6
THURSDAY 28TH JUNE 2-6
WEDNESDAY 5TH SEPTEMBER 2-6
WEDNESDAY 17TH OCTOBER 2-6
THURSDAY 22ND NOVEMBER 2-6

FOR URGENT MEDICAL PROBLEMS DURING THESE TIMES PLEASE CALL 0333 200 4039

THE OUT OF HOURS SERVICE WILL BE AVAILABLE AS NORMAL FROM 6.30PM TO 8.00AM



BUILDING WORK

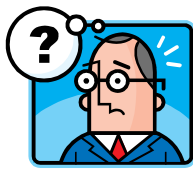
Building work on our reception area has been scheduled for early this year – March/April.

The current reception desk will be demolished and moved back. This will create more space in the waiting room as well as better access into the practice. The new counter will also meet with the DDA (Disability Discrimination Act).

There will be a temporary reception desk in the waiting room instead of the children's area during the building work.

We anticipate there will be lot of disruption for the practice, staff and patients during this time and we ask that you bear with us; the short term inconvenience will be well worthwhile.

It is important at this time to ring the correct telephone numbers for Appointments (01525 631391) and Enquiries (01525 631390).



DID YOU KNOW?

YOU CAN PRE-BOOK AN APPOINTMENT ONE MONTH IN ADVANCE?

We offer a percentage of appointments that you can book a month in advance. So if you prefer to see a specific GP or don't have to be seen on the day please book one of these appointments
APPOINTMENTS AVAILABLE TO BOOK ONLINE

The Practice Nurse appointments are all available to pre-book so if you need a pill check, smear, dressing or vaccination, please book in advance. The receptionist will ask what it is for as some procedures need a longer appointment.

YOU CAN BE SEEN ON THE SAME DAY

All GPs have on the day appointments for those patients who need to be seen the same day.
APPOINTMENTS AVAILABLE TO BOOK ONLINE

We also have qualified Nurse Practitioners who can deal with Minor illness and prescribe.

NORMAL APPOINTMENT TIME IS 10 MINUTES

We would like to ask our patients to prioritise only one or two problems to be discussed at each appointment. As this will help the Practitioner run to time. We apologise that sometimes the GPs/Nurses run late due to another patient needing more time.



VITAMIN D



Did you know that the Department of Health recommends that all children under the age of 5 should have a vitamin supplement daily? Recently, in the UK we have seen an increase in the number of children developing rickets. This is for a number of reasons. Firstly, we are more sun aware and will use sun protection cream for our children when they are playing outside in the summer months - while protecting their skin from burning wearing sun protection does not allow the skin to make vitamin D. Secondly, children are, on

the whole, spending less time outdoors and more time indoors.

From the age of 6 months all breastfed babies and babies who drink less than 500ml formula a day should start on a vitamin D supplement. All other children should start taking theirs at the age of 1 year until the age of 5. These vitamin supplements can be bought over the counter from many pharmacies or supermarkets. For those who are entitled to the Healthy Start Scheme these vitamins are free of charge. Examples of appropriate vitamin supplements are: Abidec, Dalavit, Healthy Start vitamins or chewable children's multivitamins that contain vitamin D.

VIRAL INFECTIONS - COLDS, COUGHS & SORE THROATS

In the winter months there are many viral infections around such as colds, coughs and flu-like illnesses. These will generally settle in about 2-3 weeks and should be symptomatically treated. Paracetamol or Ibuprofen will relieve headaches, sore throats as well as keep a temperature down, and should be taken daily for 5 days. Drink plenty of non-alcoholic fluids and a light diet.

The Doctors or Nurses are unable to prescribe antibiotics in these cases as they would offer no benefit, may cause side-effects and may add to the problem of antibiotic resistant bacteria. However, if a fever persists, especially in a child or an elderly person, or a cough lingers on for more than three weeks, then feel free to see our minor illness nurse who will be able to examine you and assess the need for further treatment.



SUGGESTION BOX

Please let us know of any comments or suggestions you wish to make and post them in the box provided; this is in the waiting room. We welcome any ideas on how we can improve our services to you. We will not necessarily get back to you, but we will consider any useful suggestions and update you via our practice Newsletter.

PLEASE TAKE A BLACK AND WHITE COPY

If you have any suggestions for items to include in our next Newsletter, please let us know.

