



Aspley Medical Centre

Patient News Letter

Issue 4

March 2014

Welcome to the 4th edition of our newsletter where we will bring you up to date with a few changes here at Aspley medical centre Including new staffing changes!!

Getting involved

Your feedback on our services is important to us we always welcome your views and it helps us to improve the services we provide.

If you would like to give feedback we would love to hear from you, you could E-mail us at aspleymedicalcentre@nhs.net or contact us through the surgery on 9292700 to give us your views and experiences.

Did you know that we have patient group meetings here at Aspley Medical centre?

If you would like to take part please ask at reception or speak to the practice manager.

Our patient group are actively involved with the surgery and at a recent meeting they have put together a questionnaire for our patients, the results of this are at the back of this newsletter.

For more details of our surgery and other information on our services please visit the website at www.aspleymedicalcentre.co.uk



Staff Changes

We welcome to the Practice two new Doctors.

Dr Simon Keogh joined the surgery on the 1st of November 2013 and has surgeries on:-

- Monday AM and PM
- Tuesday AM
- Wednesday PM
- Thursday Am and PM
- Friday AM and PM

We also have Dr Karen Jenkins who began working at the medical centre on the 1st of January this year her surgeries are:

- Monday AM
- Wednesday AM
- Thursday AM and PM

We wish them all the best in their new jobs here at Aspley Medical centre.

Dr Simon Wright has reduced the days that he works to 3 days a week

And will be working various surgeries throughout the week.

Surgery opening times

The normal practice opening hours are as follows:

Monday: 8.30 am – 6.30 pm

Tuesday: 8.30 am – 6.30 pm

Wednesday: 8.30 am – 6.30 pm

Thursday: 8.30 am – 6.30 pm

Friday: 8.30 am – 6.30 pm

*****Reminder about Prescriptions*****

Please note prescriptions take **48 hours** to be processed and they must be in before 10.00am for them to be processed that day.
You can order your prescription up to a week before it is due.

Prescriptions that are brought in after 10.00am will not begin to be processed until the following day.

An increasing number of patients are requesting **Urgent/Same day prescriptions** we understand that there are occasions where this cannot be avoided and although we always try our best to help in these cases it is not always possible for us to process them so quickly and puts added pressure onto the GP's to get them done in such a short space of time.

Please allow 48 hours (2 working days) for your prescription request.



Information handling

Your medical Records, Your choice

You may have received a leaflet in the post recently about 'Data Sharing' this contains vital information about your medical records, the data within it and how it is handled on a day to day basis.

Your record is entirely confidential, as is the information in it but you have a right to decide how it is used for your care within the NHS.

If you would like more information on 'Data sharing' and how your data is used in the NHS please contact the surgery for a leaflet which contains more information on this including how you can 'opt out' of your information being used.



Electronic prescribing

From the beginning of April how your doctor issues your prescription will be changing, this will mean you can nominate a chemist to receive your prescription and this will be sent to them electronically.

This will mean that the chemist will already have your prescription for when you get there, as you will have chosen the chemist you will be going to.

Remembering to cancel unwanted appointments

Sadly we have had a lot of wasted appointments at the surgery due to patients not cancelling or attending them when they were not needed.....

**Last Month February 2014 there were a total of 193
wasted appointments.**

In January 199 appointments were also wasted

By cancelling appointments that are no longer needed we can offer them to people who **urgently** need to be seen..... one day this could be you.

May we take this opportunity to thank the patients that already keep or cancel your appointments and save the time being wasted.

Thankyou.

Patient Participation Group

Thank you to all those patients who completed our recent patient questionnaire which was designed this year by the Aspley Medical Centre Patient Participation Group. The Patient Group met recently with the Practice Manager and a member of the reception team to discuss the suggestions and comments made, the results having been previously been reviewed with the GP partners and practice manager.

Some of the comments made were:

- **Provision of a letter box that can be accessed outside of normal hours**
The practice had concerns about vandalism/misuse of an easily accessible letter box on the outer railings, which the patient group could understand. The practice manager is going to look into an economical letter box solution i.e. a small box with a thin slit that could be fixed to the outer railings, which could be used when the surgery is closed, in addition to the large post box located by the main entrance doors.
- **Provision of an electronic prescription service**
The practice has looked into this and has begun the preparatory steps towards going live with an electronic prescription service on the 8th April 2014. The patient group were pleased to hear this.
- **Provision of more activities for children in waiting rooms**
The practice has had to review providing toys in light of infection control policy and the possibility of infections being passed from child to child via toys. The practice provides a few toys which can be cleaned easily and regularly. Other considerations were that there is not a lot of extra spare space in the waiting room and that there are other patients (often not very well) that are waiting to see the doctors in the waiting rooms. The patient group felt this was acceptable and commented that parents/guardians could bring a small toy with them to entertain their child whilst waiting.
- **Over warm waiting rooms**
The practice and patient group both agreed that it is very difficult to set the heating to please everyone, different people feel cold and hot in a room of the same temperature. It was felt that the current setting was acceptable for most people and that patients were only temporarily in the premises for a short time mostly.
- **Longer waiting than there used to be to get a doctor's appointment**
The practice realise this and are trying to improve the situation, however there is an increasing demand for GP appointments. This is a national situation across the country.

- Loss of a chance for workers to get a Saturday appointment**
A change to the way of funding caused the practice to decide to no longer provide this service from 1st November 2013. The practice will review the funding arrangements during 2014-15 to see if it is viable to recommence the extended hours appointments on Saturday mornings
- Long wait to see some doctors**
The practice is aware of this and are trying to improve the situation. The patient group said they were all currently satisfied with the length of time they generally had to wait.
- More female doctors would be valued**
Since the questionnaire was devised and handed out, the practice has taken on a new female GP Dr Karen Jenkins.
- Dislike of the automated phone booking system**
It was felt by the practice and patient group that this was a choice offered to all patients and that if you didn't like it you didn't have to use it. Some patients have expressed that they really like using the automated system.

More about the Patient Participation Group.....

The Patients' Representative Group consists of a few patients who meet occasionally to talk about current issues arising in the practice. They give their views and ask questions that are then discussed by the doctors and other staff at Aspley Medical Centre.

If you would like to talk to one of the group informally so that they can put your particular views or problems forward on your behalf, please get in touch.

David Wilkins 9294237 davidwilkins@btinternet.com

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If you would like to join the group please contact Cheryl Miller, the Practice Manager on 0115 9292700.