

# Practice Newsletter

## Montague Medical Practice

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### Staff Changes

**We** are delighted to welcome our new Practice Nurse, **Fiona** who has worked in primary care for 18 years. She started her practice nursing career in 1997 with Montague Medical Practice prior to its move to Fifth Avenue. During that time she has worked across practices in both East and North Yorkshire and has developed her role in the management of long term conditions such as type 2 diabetes, asthma, chronic obstructive pulmonary disease and coronary heart disease. She also undertakes all practice nursing duties from dressings and ear irrigation to immunisations and cervical screening.

**Jayne** is our new Trainee Health Care Assistant. At present she can see patients for blood pressure check and weight management. If you require an appointment with Jayne, please book your appointment via Reception staff.

**Chloe** is our latest member who joins our Domestic team.

### Named accountable GP

From 1 April 2015 we are required under our NHS contract to allocate a named accountable GP to all our patients. This GP will be responsible for your overall care. This has been done for all existing patients, and all newly registered patients will be given a named accountable GP on registration.

If you are aged over 75 and registered before 1 April 2015 you will have already been allocated a named accountable GP and informed of this by letter – this named GP will remain the same and will not change.

Having a named GP does not prevent you seeing any other doctor in the Practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

If you wish to be told the name of your accountable / usual GP, please ask the receptionists when you are next in the surgery. **Please note:** there is no need to telephone the practice for this information.

### Electronic Prescription Service (EPS) -

The Practice went “live” (on the 29 July) with electronic prescribing. EPS enables your GP to send prescriptions electronically to a Pharmacy of your choice. This makes the prescribing and dispensing process more efficient and convenient for patients and Practice staff. If you would like to sign up for your prescriptions to be done electronically, you will need to speak to your usual Pharmacy to complete a nomination form or alternatively you can pick one up in the Practice. Your prescriptions will be sent electronically direct to the Pharmacy you have nominated so saving time by not having to come to the Practice to collect it. 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. For more information regarding EPS see the poster / leaflets in the waiting room.

## Friends & Family Survey feedback

Thank you to patients who have provided feedback through the Friends & Family survey. The survey is available online via our website or there are questionnaires to complete in the surgery.

So far we have received 75 responses, and 75% of these responses said they would be 'extremely likely' or 'likely' to recommend our surgery to their friends or family. These are very positive results for the practice. However 21% of respondents said they were 'unlikely' or 'extremely unlikely' to recommend our practice to their friends and family. We take these comments very seriously and make every effort to address any concerns patients may have.

Your feedback will help us learn more about what you think about your experience - what you like and what you think we could improve. Ultimately, you are helping us to make changes that will ensure we can offer the best possible care. We would like to encourage patients to continue to complete the survey. This is an NHS England initiative and will be continuing for the foreseeable future.

## Patient Comments

Recent suggestions in the suggestion box have included:

You Said.....	We did.....(response from the practice manager)
<i>"if a doctor or nurse is running very late, someone from reception should tell the patients waiting there is going to be a delay"</i>	The reception staff should already be informing patients if surgeries are running late. This is usually for a very good reason, such as the doctor having to deal with an emergency. We have also amended the self check in screen to inform you how many appointments are before yours, which gives an indication how long you may be waiting.
<i>"hand sanitisers"</i>	We presume this means for the waiting room. This is something we can look into
<i>"some way for patients at the desk to talk in a more private way with the reception staff"</i>	Unfortunately we do not have a dedicated 'side room'. However, if you mention to the receptionist you would like a word in private, we can usually accommodate this by using one of the consulting rooms which may not be in use.
<i>"radio too loud and don't like the radio station"</i>	We have turned the radio down and changed the channel to Radio 2. However, the radio does need to be a certain volume as it masks some of the noise coming from the reception and helps with confidentiality.
<i>"coffee machine in the waiting room"</i>	We are afraid this is not possible for Health & Safety reasons

Thank you to those patients who have made suggestions via the suggestion box in the waiting room.



### Bank Holiday Closures

Our Next Scheduled Bank Holiday closure will be August Bank Holiday.

**We will be closed on Monday 31 August 2015**

During these periods if you require the services of a Doctor you should call the

## We need your help !

We would like to thank all those patients who have attended for a booked appointment recently. However, during the month of June there were 143 'Did not attend' appointments.

In order for us to cut down on wasted appointments both with nurses and GPs, if you are **unable to attend** your booked appointment, could you **please cancel it** as soon as possible. This allows us time to offer your appointment to another patient.

Our Patient Participation Group has recently completed some analysis of the number of 'Did Not Attends' we had in the month of June. We will continue to monitor this with our PPG and hopefully with steps such as implementing text message reminders for appointments, we can reduce the number of DNA's

## Automated check-in.

We would like to encourage patients to use the self-check in for their appointments where possible.

This is a simple procedure on the touch screen in the waiting room. It directs you through the check in process at each step and is very quick and easy to use.

The use of the automated check in by the entrance door helps to relieve the pressure on the Receptionist desk giving them time to deal with the telephone calls and any queries that arise.

## Holiday Vaccinations

Are you planning a holiday abroad?

Have you checked whether you require any vaccinations for the country you are visiting?

If you require vaccinations have you given yourself time to get all your injections done before you go?

Our Practice Nurses provide basic travel vaccinations and can advise on the timescale required for these. It may be that we do not provide vaccinations to cover the destination you are travelling to and you may have to attend an authorised travel clinic elsewhere, so make sure you give yourself enough time for these before you travel.

You will require at least 8 weeks (or more) for your vaccinations before you travel.



## Online Services

Did you know you can order prescriptions online or make an appointment online?

If you would like to be able to do either of the above, you will need to complete an application form available from reception which should be returned to the Practice. Details will then be posted to you to enable you to start ordering prescriptions and make appointments on line. However, please note that if you abuse this system in any way, your access to use the online system will be removed.

## Virtual Patient Participation Group

Our Patient Participation Group meets approximately 4 times per year. If you would like to be involved please contact the Practice Manager for future dates. However, if you would like to receive feedback we have created a "virtual" group, where we can send you updates such as meeting notes and newsletters via e-mail. If you would like to be included in the virtual group, please speak to reception and provide us with your e-mail address.

## Requests for Letters from the GP

To Whom it may concern letter, Holiday Cancellation, Accident and Sickness Claims, Completion of forms, Reports etc., etc.

Your request for a letter / forms / report etc. as indicated above is **non contractual NHS work** you are requesting the Doctor to carry out on your behalf and therefore **you will be charged for this**. (Practice Charges are based on National BMA Guidelines).

- Please put your requirements in writing to the Practice (FAO Stella).
- If you are requesting completion of documentation, please submit the documentation with a covering letter (FAO Stella).
- Please put a contact telephone number on your request
- Once the documentation has been completed we will contact you to let you know it is ready for collection and what the fee will be.
- These requests are classed as non NHS work and will therefore not be dealt with as a priority. We aim to complete such requests within 2 weeks; however this is at the discretion of the doctor completing your request.

## Flu Season 2015

The flu season will soon be upon us and the vaccines are due to be in the Practice towards the end of September. If you are in one of the 'at risk' groups, and would like to have a flu vaccination this year, please look out for our advertised clinic dates in the local paper, or speak to a Receptionist regarding the clinic dates to make your appointment.



You are eligible for a flu vaccination if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions (such as diabetes, asthma, COPD, heart failure)
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a healthcare worker with direct patient contact, or a social care worker

## Non Urgent Telephone calls

Our phone lines can be very busy from 8.00 – 9.30 – if you need to ring us on a Monday about something other than booking an appointment, we request you please wait until after 10.00am.



Please visit our website for further information about the practice:

[www.montaguemedicalpractice.co.uk](http://www.montaguemedicalpractice.co.uk)

