

Woodlea House surgery Newsletter

Welcome to our summer 2015 issue:

The surgery were delighted last month to report the number of patients not attending their pre booked appointment was falling compared to last year's figures. Therefore it is really disappointing to report numbers for June 2015 were almost a third higher than those for May 2015.

We are sure all our patients will be aware patients not attending appointments at their GP surgery is a 'hot topic' with the government at present who are considering charging patients for missed appointments which has been a standard practice at dental surgeries for quite a while.

The reception staff will be letting patients know how many appointments are missed when complaints are made regarding appointment availability. Please consider joining our PATIENT ACCESS online system, details of which can be found below.

The following article is taken from GP online:

How DNAs affect General Practice

By Nick Bostock on the 19 June 2015

More than 60,000 GP appointments are wasted every day because patients fail to show up, exclusive analysis by GPonline revealed this week. Find out the key facts about appointments lost because patients 'did not attend' (DNA) in our infographic below.



At a time when GPs are already struggling to cope with rising demand and falling resources, tackling DNAs could be a crucial help to the profession. Here we look at how big an issue it is. [DNAs WASTE 14M APTS A YEAR](#)

DNAs IN GENERAL PRACTICE

How many appointments are lost to DNAs?

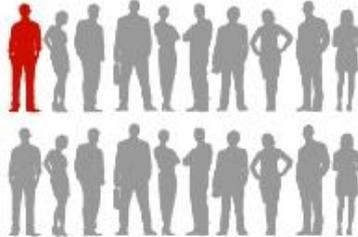
YEARLY
14m
GP APPOINTMENTS

WEEKLY
300,000
GP APPOINTMENTS

DAILY
60,000
GP APPOINTMENTS

How are individual GPs affected?

1 in 20 GPs said more than 40 appointments were wasted per week for each full-time GP in their practice



1 in 3 GPs say DNAs are becoming more common



What do DNAs cost?

£300m

Annual cost of 14m appointments lost to DNAs

Do DNAs impact on waiting times?

1 in 6 GPs say patients now wait more than two weeks on average for an appointment



2 in 3 GPs say waits for appointments have become longer at their practice in the past year

Patient Information:

Seasonal weather advice:

Please follow the link or ask for more information at reception. We also have various leaflets available in the waiting area.

<http://www.nhs.uk/Livewell/Summerhealth/Pages/Heatwave.aspx>

Late arrivals and Violent and Aggressive patients are still proving to be a problem at the surgery therefore please read the following statements which were originally posted in our spring issue.

Late arrivals

We must emphasize the importance of patients arriving for their appointments in good time. Recently we have had a number of patients turning up for their appointments up to half an hour late with no explanation and expecting to be seen. Please note you will be asked to re book and at best only under extreme circumstances you may be seen at the very end of clinic which could mean a lengthy wait. IF YOU CAN'T MAKE YOUR APPOINTMENT PLEASE LET US KNOW.

Violent and Aggressive patients

Unfortunately we feel the need to remind our patients that the surgery will not tolerate either violent or aggressive patients. You will find a poster stating this fact on the reception hatch.

The surgery operates a charter detailing how you will always be treated with respect but in return you must do the same.

If you are aggressive or violent to any of the staff you will receive a formal warning from the practice manager which in some instances may instantly remove you from the practice list and you will have to register elsewhere.

Please Note: The Practice Manager's office is situated within ear shot of the reception hatch therefore she is able to hear all conversations.

Friends & Family Test – Gentle reminder

The Friends & Family Test becomes a contractual requirement for GP Practices from 1st December 2014.

What is the Friends and Family Test?

The Friends and Family Test is a feedback tool which offers patients of NHS-funded services the opportunity to provide feedback about the care and treatment they have received. The FFT tool combines a simple question, asking patients how likely they would be to recommend the service they have received to their friends and family,

with at least one supplementary follow-up question to enable patients to provide further detail about their experience. The introduction of the FFT across all NHS services is an integral part of "Putting Patients First", the NHS Business Plan for 2013/14-2015/16. From December therefore, we will be asking patients who have a consultation with a doctor or nurse at the surgery if they could take the time to answer these questions by completing the questionnaire on our I-Pad with is situated just before you get to the doctor's consulting rooms.

This information is collated monthly and the total number of responses are submitted back to NHS England.

Carers Support Service

If you are looking after a partner, relative, child, neighbour or friend who is ill, disabled or frail then you are a carer. There is lots of support and workshops for you. Look out on the 'Carers Support' notice board in the surgery or contact the service on 0300 028 8888, or email on info@carerssupportservice.org.uk – they care so you can care.

Patient Access

UPDATE: YOU CAN NOW SEE YOUR MEDICATION, ALLERGY INFORMATION and BOOK APPOINTMENTS

REMEMBER OUR NEW SERVICE we are offering called Patient Access this is where you will be able **to book selected appointments** with the clinicians and **request your repeat prescriptions on-line**. A number of patients have already registered and we urge you to do the same just ask a member of the reception team.

These posters promoting Patient Access are dotted around the surgery to remind you to join up!

Register for **Patient Access** today AT WOODLEA HOUSE SURGERY

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- Free mobile app
- **To register, just ask at reception**



Don't forget our website for all your surgery information and health advice www.woodlea-house-surgery.co.uk

If you would like to ask us about any non-clinical, relevant information that you feel would be beneficial for our patients we can include a question and answer section in our next newsletter, please use this tear off slip and hand in to the reception staff. Alternatively if you are reading this hard copy in the waiting room ask the receptionist for a piece of paper.

Question:-