

# *Hathaway Medical Centre Newsletter* **Written *by* Patients – *for* Patients**

## *SytsmOnline Now Available*

The ability to order you medication, online, directly from your medical records is available NOW!

Website prescription requests:  
[www.hathawavsurgerv.co.uk](http://www.hathawavsurgerv.co.uk)



## *Dr Brosch is moving on.....*

After 20 years with Hathaway Medical Practice, Dr Brosch is taking up a full-time role as Medical Director of Medvivo, a new medical company based in Chippenham. Medvivo has been formed following the merger of Wiltshire Medical Services and Teleheath Solutions Ltd and will be providing Telecare and Telehealth Services nationally, as well as Out of Hours services more locally. Dr Brosch's last day working at the practice will be September 30<sup>th</sup>.



Until a permanent replacement for Dr Brosch is recruited, his patients will be covered by Dr Brian MacKay who joining us for 3 months.

## *Hathaway Awarded Gold Carers Award*

HATHAWAY MEDICAL PARTNERSHIP was proud to receive the gold award for the services they give to carers.

This coming year we are hoping to repeat the successful carer's exhibition we held 2 years ago. Further details will be available on the carer's notice board.

## *Flu Factoid*

Hathaway has to vaccinate over 3,500 patient against flu between early October and Christmas.

You can help us by booking your appointment early or telling us that you do not wish to receive one this year.

## *CQC Inspection Monday 15 August 2013*

"I have nothing but praise for this practice."

Other quotes by patients to the inspector include:

"The nurses are wonderful, they listen to me and explain everything" another patient said "What I like is that I am not fobbed off, I had a problem and had an appointment for over 45 minutes. The doctor took time to listen to me and was open to my ideas about how I should be treated. The staff think out of the box to ensure the patients get the best possible care".

Hathaway Medical Partnership had a routine inspection by the CQC (Care Quality Commission) and was found to be compliant in all areas inspected. Registration with the CQC became mandatory from 1 April 2013.

One patient said "The doctor and all staff I have come into contact with have always been very polite, helpful and professional. It is basic good manners but I appreciate how I am dealt with".

The full report is available from the CQC website and will be added to the surgery website in due course.

## *Appointment System*

During the spring of 2013 we conducted a second patient questionnaire to seek the views of patients regarding our appointment system, specifically around making appointments with GPs. Two very clear messages came out of the responses:

1. Patients want to be able to get a routine GP appointment within 7 days
2. Patients want to be able to get back to see or talk to the doctor or nurse who is treating them for a current problem

While no one has yet designed a perfect appointment system that can flex with fluctuations in daily demand or demand for specific doctors, we have changed our system to incorporate these two key features with the aim of improving patient satisfaction by improving access and continuity.

### *You said:*

89% of patients stated that routine GP appointments should be within 7 days or less. At that time we were only achieving 42% available within 7 days.

### *We have changed:*

85% of appointments are held back and only made available 7 days in advance. The remaining appointments are available up to 6 weeks in advance for patients who need to organise their life further ahead. In the future these appointments may only be available through online booking.

### *You said:*

Continuity - 78% of patient view continuity as very important, important or desirable

### *We have changed:*

Our previous duty doctor system meant that urgent requests to speak to a doctor always went to the duty doctor; this potentially left a patient, whose health was deteriorating, talking to, or being seen by, different doctors. We have introduced telephone appointments specifically to support continuity; these are now available each day a doctor works. There may not always be sufficient appointments to satisfy all patients, but we hope to be able to accommodate the majority of patient requests and greatly improve continuity.

## *The shingles vaccination programme*

In England, the vaccine will be routinely offered to adults aged 70 on 1 September 2013 (born 02/09/1942 to 01/09/1943).

In conjunction with this, a catch-up programme will be available for adults aged 79 on 1 September 2013 (born 02/09/1933 to 01/09/1934) for the year 2013-14.

This is Government policy and we are not permitted to vaccinate anyone outside of these age groups under the NHS

## *NHS Zero Tolerance Policy*

NHS staff should be able to come to work without fear of violence, abuse or harassment from patients or their relatives.

Along with all areas of the NHS, HATHAWAY MEDICAL PARTNERSHIP operates a zero tolerance policy. Verbal or physical abuse or intimidating behaviour will not be tolerated.

The majority of our patients are polite, tolerant and sympathetic of the pressures we are under – please be one of them.