

Hathaway Surgery Summer Newsletter 2011

Written *by* Patients – *for* Patients



Website prescription requests:
www.hathawaysurgery.co.uk

FACT
1,000 -

Hathaway Dental Practice
Telephone - 01249 445873

That's the average number of prescriptions submitted by email each month

Future Newsletters

We are conscious of the fact that regular production of our Newsletters has slipped somewhat recently but we are now committed to produce regular newsletters for patients at least twice a year - if you don't see one in the Surgery please just ask!

When is my doctor available?

Doctor	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	Pm
Dr Wright	✓	✓			✓	✓	✓	✓	*	*
Dr Brosch	✓	✓			✓	✓				
Dr Turek	✓				✓	✓			✓	
Dr Harper		✓	✓	✓	✓	✓			✓	✓
Dr Goedbloed	✓	✓	✓	✓	*	*	✓		✓	✓
Dr Osmond	✓	✓	✓				✓	✓		
Dr Jennings	✓	✓	✓				✓	✓		
Dr Jeffery			✓				✓		✓	✓
Dr Van Lany			✓		✓	✓	✓	✓	✓	✓

Dr Wright & Dr Goedbloed alternate their Wednesday and Fridays off

While this is the doctor's usual days of working this may occasionally change

NHS reforms

We are determined that all the talk of reform in the NHS will not divert us from our core task of providing a first class service for our patients. However be assured that we have been and will continue to participate fully in the consultation process always with the objective of ensuring the health needs of patients come first. Dr Harper represents the Practice and he contributes fully ensuring that the views of the doctors are heard.

Hathaway to be a GP Training Practice

Hathaway are committed to the development and training of all of their staff and to supporting the training of doctors and nurses wishing to be GPs or primary care nurses. For many years we have supported 4th year medical students with placements in the practice and, more recently, qualified "F2" doctors who stay with us for 4 months as an opportunity to experience what GP work is all about. Qualified doctors with 2 years experience can then choose to train to become GPs; this takes a further 3 years with much of this taking place in accredited GP practices,

To be accredited as a GP training practice we needed be able to demonstrate excellent standards of patient care fully supported with appropriate protocols and procedures for all staff. The practice has now been approved as a GP training practice and Dr Harper is our GP trainer. Our first GP trainee is Dr Remilekun Odetoynbo who will be joining us for 6 months from August 2011. Dr Odetoynbo has already worked as a hospital doctor for several years but is now training to become a GP.

FACT - In the 3 days between Easter and the Royal wedding we printed 970 routine repeat prescriptions!

Important improvements to the appointments process.

Many of you will know that we have a commitment to ensure that any patient who needs to be seen will always be able to do so, on the same day as the request if necessary. To achieve this we currently have a system where, when we are open, we have a doctor available to deal with urgent cases. This is often wasteful of the doctor's time because although we do book some advance appointments for this duty doctor, we also keep large chunks of time free for the unplanned urgent requirements.

We also find that a large proportion of "same day" requests to be seen by a doctor, while entirely necessary, could often be just as effectively dealt with by other highly trained medical staff who have the appropriate level of training and experience.

To improve this situation we have designed our "urgent care" around an extended nurse team supported by a doctor to create a "Duty Team". The duty team will include our minor illness nurses, Advanced Primary Care Nurses with extended training and who are qualified to lead the duty team. Advanced nurses are autonomous practitioners meaning that they can work without doctor authority, they can sign prescriptions, admit patients to hospital, refer to consultants, x-rays etc. This team will always be supported by an on-call doctor working in the practice with them, plus phlebotomists and other nurses for urgent ECGs etc.

Patients who have an urgent problem and who ask to see a doctor urgently will be made an appointment with our duty team and will be seen by the most appropriate person. If the duty team feel that a patient needs to be reviewed by the on call doctor this will be arranged quickly without the need for the patient to make a further appointment or return later.

We believe that this system will bring important benefits for patients without in any way affecting the commitment to always have a doctor available for urgent care. The on call doctor will have more pre-booked appointments than currently, thus increasing routine appointment availability for most of our doctors. This will enable patients to achieve improved continuity with a GP.

The use of our advanced nurses for urgent care does not in any way affect your ability to make an appointment in advance to see your preferred doctor and in cases of ongoing conditions nothing will change except improved access to your regular GP. What it does do is improve our ability to deal with new problems that occur at short notice and require to be dealt with urgently without in any way prejudicing the quality of care that we provide.

These new arrangements have already worked extremely successfully during weekday mornings for the last 8 months and will be introduced all day from 1st July. Please be patient with our reception and telephone team as they become familiar with and explain the requirements to you.

Fact

Usually on a Monday we receive between 600 and 650 telephone calls yet on Monday 7th March we received 835 - why was that?

Missed appointments:

In April 2011, 132 doctor appointments were made by patients who subsequently failed to either attend or notify that they could not do so? This equates to 1/4 of a full time doctor's availability and not only wastes time and money but also denies other patients access to their desired appointment times or even to their preferred GP. Here is a reminder of the appointment cancellation line telephone number: 01249 655500 which can be used at any time of day or night. Please help us to help you by always letting us know in advance if you cannot make your appointment.