

# The Albany Practice Summer Newsletter 2008

## Extended Surgery Hours

We are pleased to announce that we are now offering additional routine appointments every Thursday between 7.00 and 8.00 a.m., and between 6.30 and 7.45 p.m. These are being made available to provide an enhanced service, particularly for patients who cannot easily get to the surgery at other times due to work or caring commitments.

## Repeat Prescriptions via Our Website

You will find on this site a facility for ordering repeat prescriptions on-line. After logging in, follow the links for 'repeat prescriptions' and complete the request form. Please note that the link is not secure, so if you have any concerns about confidentiality, please request your repeat prescription in the usual way. And help us to help you by remembering that we still need a minimum of 48 hours (2 working days) to process them.

## Maternity Leave

Dr Monica Bath will be leaving us on the 25<sup>th</sup> August 2008 to have Baby no.2 ! She will be away for approximately 8 months & will return to work in April 2009. She looks forward to seeing you all then & promises to send in some baby photos! Dr Saima Choudhry will be covering her locum whilst she is away.

## Results of our Patient Survey

Our annual patient assessment questionnaire was completed at the end of last year. We received 154 completed questionnaires from a wide range of our patients and we are very grateful for your feedback.

### The Positive findings were

- The doctors were thought to show respect to patients, to have good listening skills, to be clinically able and to give good explanations.
- Waiting time to be seen by a doctor or nurse had improved
- Length of time spent with the doctor or nurse
- Friendliness and helpfulness of reception staff

### Room for Improvement

- Making it easier for patients to get an appointment
- Making it easier for patients to speak to a doctor or nurse on the phone
- Some of you have problems in getting appointments with specific doctors

### Examples of comments from patients

"Management and staff are excellent. In regards to the practitioners, how can you improve on 100%?"

"I have no complaints, but generally it is very difficult to get a routine appointment."

"Phone lines are very busy when trying to ring in the morning, but I am very satisfied with my visit to this doctor today"

## **Changes we are making to address these issues**

- We are encouraging you to speak to a doctor if you have difficulty getting an appointment so that the doctor can allocate appropriate appointments at a convenient time and with a doctor that knows you, where possible.
- We have allocated a duty doctor for each day who will be available for urgent medical advice on the phone and for seeing patients with urgent problems.
- Please see further details about the changes in the appointment system below
- More early morning and late evening appointments for people who have difficulty seeing the doctor at other times due to work or caring commitments
- We have designed a new practice leaflet which contains more and clearer information about the services the practice and health centre offers and how to access them
- We have set up a practice website – this can be used for ordering prescriptions.

**We are continually trying to improve your experience of our service, specifically with regard to accessibility, reducing waiting times and communication.**

## **Appointment System Improvements**

In response to the feedback you provided last year when completing our patient survey, we have tried to improve access to both pre-bookable & on-the-day appointments.

As well as being able to book up to a month ahead, we now also have appointments that can be booked up to 48 hrs in advance. These appointments become available every day for the following 48hr period. There are still appointments that can be booked on-the-day, that are filled on a first come first serve basis. When all these appointments have gone for the day, you will be given the opportunity to talk with the Duty Doctor. There are now more appointments available for the Duty Doctor to deal with your urgent queries, both on the phone or in a face-face appointment at the surgery.

Finally, each Doctor has 5 daily telephone appointments for things easily dealt with over the telephone e.g. investigation results, general advice. These can be pre-booked or booked on the day.

We hope you find our new system more accessible & flexible to meet your needs. We run an exceptionally busy Practice with a high demand for appointments and we (especially our reception staff) do everything we possibly can to provide the best service for you; we greatly appreciate your help and patience during the busiest periods.

Please remember to telephone to cancel your appointment if you cannot keep it, as it can then be offered to someone else.

## **Patient Participation Group**

The Practice is still very keen to set up a patient participation group to facilitate communication between our practice and our patients. If you are interested and would like to find out more about this, please speak to reception.