

# GP Direct Patient Newsletter

November (Winter) 2006

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Patient Survey Special

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Volume 2 Issue 1

## Help us to help you

With winter now upon us, many of us will inevitably suffer from coughs, colds, and the flu. However these conditions, for the most part are best treated with rest and over the counter medicines.

If the symptoms persist for over a week it is advisable that you contact the surgery. In the first instance you can request a telephone consultation with a doctor who can give you advise over the phone and if the doctor feels you should be seen, you

will be given an appointment on the same day if necessary.

Additionally it is also advisable for you to keep some basic medication at home, such as Paracetamol, cough syrup and Diorolyte. If you have young children it is recommended to have some Calpol/Baby Nurofen for high temperatures, but always call the surgery if you

have any concerns about your child's health.

These simple measures can help reduce the winter pressure for valuable appointments so that doctors can see patients with more pressing medical needs.

## Protect yourself against the Flu

Our flu campaign is now well under way and over 1,600 of you have been vaccinated against the flu. The doctors at GP Direct strongly recommend patients who fall in one of the categories below to get vaccinated this winter.

- ❖ Over 65 years of age
- ❖ Diabetic
- ❖ Asthmatic or have other respiratory illness
- ❖ Have Heart related problems
- ❖ Stroke sufferer
- ❖ Have a Kidney or Liver illness
- ❖ Are a carer
- ❖ Or if you suffer from an illness or take medication that compromises your immunity

If you fall in one of these categories you would have received a letter in October advising you to attend one of the walk in clinics, these clinics have now finished so to get a flu vaccination please call the surgery to book an appointment with one of our practice nurses.

### Patient Survey results

Many of you may have helped us with our patient survey in September of this year, we now have the results of the survey and would like to feedback the key findings to you. On the reverse of this Newsletter we have a 'Patient Survey Special.'

### Cora McMenamin joins the clinical team

With special interests in COPD, Asthma

### PATIENT NOTICE

We are closed for staff training from 1pm to 3.30pm every Wednesday afternoon. However 3 Welbeck Road is open from 1.30 to 3.30pm for Midwife and Counsellor appointments and also for general access to a receptionist.

### New GP Joins GP Direct Team

On the 1<sup>st</sup> November Dr. Aumanthi Sivashankar joined the team here at GP Direct as a full time GP. Her special interests include General Medicine, Chronic Disease Management, Paediatrics and she also does antenatal checks. She has been working at GP Direct for approximately the last 6 months but will now be with us on a full time basis.

and Diabetic Management, practice nurse Cora has been a real asset to the team since joining in August.

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## Summary of Patient Survey Results

In the first two weeks in September we carried out an extensive patient survey to find out the views of our patients on a variety of issues. The NHS endorsed survey, known as the 'General Practice Assessment Questionnaire' deals with the patients' perception of the Practice as a whole and also of their perception of the doctors and the point of consultation.

We are now in receipt of the survey results and would like to share our key findings with you. The survey results will be used as a yardstick by the team at GP Direct to measure the service we offer and more importantly to understand how you as patients of GP Direct perceive us.

Your responses regarding the Doctors and nurses at the point of consultation was very high. Overall you rated them between 'well over good' to 'very good.'

You also found that being able to speak to a doctor on the phone was between 'good' and 'very good.' 84% of respondents said that they were able to keep more healthy after visiting the doctor and 88% of respondents felt their ability to understand their problem after visiting the doctor was better.

The areas where you identified most concern about the service we offer was essentially around two questions, waiting time at practice and phoning through to the practice. You rated these two

questions between 'fair' and 'good' and were by far the areas where you felt the Surgery was in most need for improvement.

We have used these results to outline a plan of improvement over the next two years. This will involve improving our telephone system, centralising our services & general improvements to our overall service.

## Action plan for improvement

As mentioned in our summary of the patient survey results the main points for improvement over the next couple years will:

- 1) Greater centralisation – consolidate our surgeries into one larger surgery allowing us to offer more services under one roof.
- 2) IT and telephony upgrade – we are now in the process of upgrading both our IT and telephony systems so as to better improve our service to you. This will allow us to direct your calls more accurately and deal with them more efficiently.
- 3) Doctor's Assistant – we have recently created a new role within our practice of a doctor's assistant. He sees patients for various reasons, some include, spirometry (lung function tests), blood pressure checks, blood tests, Diabetic foot checks, Asthma checks and more. This has allowed for doctors to spend more time with patients with acute medical needs.

## We want to hear your views

We, at GP Direct, are never satisfied with our performance and are always striving to improve our service. The patient survey is only one method of gauging patient satisfaction, so please send us any suggestions or views you have about our service to [info@gpdirect.co.uk](mailto:info@gpdirect.co.uk) or just make a comment in the comments book at any of our sites.