

GP Direct Patient Newsletter

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Keeping in touch with our patients

We are pleased to announce the launch of a new GP Direct patient newsletter. This quarterly newsletter will aim to keep our patients fully aware of any healthcare developments or changes.

In this edition we look at changes made to the Diabetic Eye Screening service in Harrow, our plans for more services under one roof and we look at the importance

of maintaining a strong relationship with our patients by listening to any concerns or feedback that you may have.

We also have a regular section in the newsletter looking at how you can help make your experience with us a more satisfying one. This just outlines some tips on a variety of issues. In this edition we give 5 tips on reducing the waiting time on the phones.

Changes in Diabetic eye screening in Harrow

As of October 2005 many of our Diabetic patients may have been told that they could no longer have their Diabetic eye screening (Retinal Screening) at their community Optometrists.

We would like to take this opportunity to reassure all of our Diabetic patients that this valuable service will continue to be offered free of charge. A dedicated team based at Harrow Primary Care Trust will carry out the service from January 2006 at our Welbeck Road site.

An annual retinal screen for Diabetic patients is a proven method of detecting eye disease associated with Diabetes at an early stage. Therefore the doctors at GP Direct strongly advise you take advantage of this valuable service.

The dedicated retinal screening team will contact you in due course with an appointment at Welbeck Road. As we at GP Direct will not be involved in organising the appointments please await any correspondence directly from the dedicated team.

Help to avoid the morning appointment rush

1. If you need to make an appointment with a nurse, phlebotomist, or other specialist clinic please call after 11am.
2. If your problem can wait till another day why not call after 11am to book an appointment in advance for later on in the week.
3. If you are calling to find out about your results why not do so after 11am when the phones will be less busy
4. Similarly if you are calling regarding medical-legal issues please call after 11am.
5. Please don't call regarding repeat prescriptions as we only deal with them through a written request.

We're committed to offering you more under one roof

At GP Direct we are committed to offering our patients more services under one roof. We already offer our patients, Phlebotomy (blood tests), ECGs, Minor Surgery, Physiotherapy, Baby Clinics, a Counselling service, Dietician and Midwife consultations and in the near future this will be supplemented with a Retinal Screening Service and Spirometry testing for patients who suffer from Chronic Obstructive Pulmonary Disease or in certain cases patients with Asthma.

We intend to meet, head on, the Department of Health's plans to empower GP practices to take on the management of patients with long-term diseases, which is a shift from the current exercise of passing on the management to secondary care (hospitals).

As an innovative GP practice we are always looking to cater to the needs of our patients in an effective way and intend to meet this challenge with the interests of our patients foremost in our minds. This will ultimately mean that GP Direct needs to evolve; resulting in a large central surgery with a lot more services under one roof.

We're listening

Many of you may have taken part in a questionnaire in July this year asking you about the service we offer. We have now received the results of the questionnaire and even though there is a lot of positive feedback to take from the results, we are particularly concerned with what you, the patients, were less satisfied with.

We have placed a comment book at each of our sites for your convenience. We want you to write any comment regarding the service that we offer at GP Direct, be it positive or negative.