

GP Direct Patient Newsletter

August (Summer) 2007

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The Recent NHS Patient Survey

The NHS recently carried out a National Mori Survey looking at whether patients are satisfied with how easy it is to get in contact with their doctor and how easy it is to get appointments. At GP Direct we scored above the average for the Harrow area. For the Choose and Book referral system to hospitals (secondary care) we achieved a 100% satisfaction rating. The Partners and staff would like to thank all of our patients who took the time to complete this survey. Here is an illustration of the results of the Mori GP Patient Survey: - 1) 84% satisfaction with current opening hours. 2) 86% could get an appointment within 48 hours. 3) 75% could book ahead with a GP. 4) 4.6% wanted practices to open on a weekday evening. 5) 7.6% wanted weekend opening.

Protect yourself against the Flu

We will be starting our flu clinics on 6th October. Keep your eyes out during September for posters in the surgery and on our website giving full details of clinic dates. We will be sending out letters to over 3000 of our patients in high risk categories advising them of the clinic dates and locations.

If you fall into one of the following you are strongly advised to get vaccinated –

- ❖ Over 65 years of age
- ❖ Diabetic
- ❖ Asthmatic or respiratory illness
- ❖ Heart related problems
- ❖ Stroke sufferer
- ❖ Kidney or liver illness
- ❖ A carer
- ❖ Or if you suffer from an illness or take medication that compromises your immunity

Pneumonia immunisations

If you are aged over 65 you are advised to have a pneumonia vaccination. It is a one off injection and it lasts for a lifetime and can be done at the same time as your flu vaccination. Please make an appointment to see one of our Practice Nurses.

Coughs and colds – help us to help you

With autumn almost upon us (and winter not far behind!) many of us will suffer from coughs, colds and the flu. However these illnesses are for the best part 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 will give you advice and if the doctor feels that you should be seen you will be given an appointment

Additionally it is also advisable for you to keep some basic medication at home e.g. **Paracetamol and cough syrup**. If you have young children it is advisable to have some **Calpol or 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 pressure for valuable appointments so that doctors can see patients with more pressing medical needs.

GP Direct – Telephone 020 8515 9300 Fax 020 8515 9310 – email info@gpdirect.co.uk

New telephone system

We will be installing a new telephone system which will become operational in late September 2007. We hope that this will make it easier for you to get in touch with us and enable us to improve the service to our patients. Our telephone numbers will remain the same.

Our web site

Our new web site is now up and running and can be found at www.gpdirect.co.uk. It offers our patients regularly updated information about GP Direct and allows you to book appointments, request repeat prescriptions and update contact details. Please note that if you wish to make appointments or request medication online you will need to come to the surgery with ID (original passport or driving licence) so that we can give you the access details. Over the past three months we have had approximately 8000 people who accessed our website for information from various continents.

Non-attendance for appointments

At GP Direct we have between 150 and 200 appointments being missed every month resulting in valuable time being wasted. Please bear in mind the following –

- 1) If you need to cancel an appointment give at least one hour notice by calling our cancellation line on **020 8515 9328**
- 2) If you miss two appointments in a twelve month period you will be sent a warning letter
- 3) If after being sent a warning letter you miss another appointment you will be removed from our patient list and given 30 days to register elsewhere.

If you change your address or telephone number

Please let us know if you move house or change your phone number. Recently we have tried to contact patients and some numbers were not recognised. If your phone does not accept incoming calls or if you are x-directory please give us your mobile number. It is important to your health and wellbeing that we are able to get in touch with you should the need arise.

Comings and goings

Dr Shahla Ahmad is currently on long term leave.

Joining us at GP Direct is Dr Dena El-Dour as a full time GP and Dr Imrani Siddiqui as a Locum GP. Dr Anne Luxman who was with us one year ago as a Final year medical student has returned to GP Direct but this time as a GP Registrar. Finally Dr Sarah Corcoran is a final year medical student and she is with us for a four month placement.

We welcome all of them and hope that they will enjoy their time with us. I am sure that they will be a great asset to our clinical team.

Zero tolerance policy

At GP Direct we operate a zero tolerance policy regarding abuse and aggression. This means that we will immediately remove from our list any patient (and their family if appropriate) if they are seen to be abusive, aggressive or pose a danger to any member of our staff.