

June 2015

Ballasalla Medical Centre Newsletter



Practice News:

Since the last edition of our newsletter we have seen some staff changes:

- After 20 years of loyal service our friend and colleague **Mary** retired in March. Although she will missed we wish her a happy and healthy retirement.
- We welcome **Jayne**, our new Phlebotomist who started in April . Jayne works Monday to Thursday mornings and provides a valuable service to patients who would otherwise have to travel to Nobles Hospital to have bloods taken.
- We also welcome **Kirsteen**, our new Secretary who started in April . We know you will join us in welcoming Jayne and Kirsteen to the Practice

Patient Access

Fed Up of writing out your prescription each time ??????

Then try our "Patient Access" service.

This service allows you to arrange appointments, order repeat medication, update your details and view your immunisation and allergy information on line. There is also an app available for Android and iOS users.

HOW DO I REGISTER? All you have to do is come into the Practice with photo Id (passport, driving licence etc.) and the staff will activate the service for you and give you instructions on how to sign in..

Patient Participation Group Meeting—Action Points

Baby Clinic - Following on from last year's patient Participation Group Meeting we introduced a Health visitor on site for a Baby Clinic. And this is working well. Health Visitor attends each week on Thursday am 9.30am—10.30am - this was done on a trial basis from Oct – Dec 2014 and found to be successful so has been continued. The Health Visitor is also available on 686941 or 686942

The Practice List Size is still being monitored – The increasing list size was discussed recently at a Partners meeting. The Practice explained our catchment area and Practice felt the list size was still manageable for the 2.5 Partnership. Further consideration would need to be given should any new developments be built in the Ballasalla area. There is UK shortage of General Practitioners and the Island is feeling this impact as well.



The following items were raised by the Patient Representative Group

Out of Hours service (MEDS): The Practice advised the meeting how the current out of hours (MEDS) service works which covers from 8am – 6pm and at weekends and Bank Holidays. This area is now often covered by retired GP's from within the Island but on occasions the Department of Health employs Doctors from the UK. The Partners felt the clinical cover was good and with the new EMIS system the consultation details were viewable within the patient's records the following day. The MEDS team are often very busy.

Locums: The question was asked about Locum cover. The Practice explained that they tried to use the same locums to give continuity, and always paid for extra cover during holiday periods to give the patients more appointments. Locums were usually retired Partners from within the Island.

Repeat Prescribing: Many patients arrange their repeat prescriptions via the WEB page and email and pharmacy option, the Practice encourages this as this saves telephone time for those patients who need advice. ASK YOUR PHARMACIST FOR MORE DETAILS OR ASK AT RECEPTION ABOUT PATIENT ACCESS

Minor Ailments Scheme

The Pharmacist can help you with a range of ailments saving you a visit to your GP. These include:

Bacterial Conjunctivitis

Inflammatory skin disorders

Impetigo

Cystitis

Vaginal Thrush

Oral Thrush

Further information can be found at : <http://manxpharmacy.com/information/>

General Practice Assessment Questionnaires (GPAQ) were completed by patients who saw one of our Partners in January 2015. We have collated the results below. All levels are above benchmark and have improved against the previous year.

These were discussed at the Patient Participation Group Meeting and the practice was congratulated on the results.



	Ballasalla Medical Centre Mean	Ballasalla Medical Centre Mean	Ballasalla Medical Centre Mean Score	(GPAQ) survey benchmark
Q2. Satisfaction with Receptionists	88	88	89	77
Q3a. Satisfaction with opening hours	80	78	81	67
Q4b. Satisfaction with availability of	69	67	78	60
Q5b. Satisfaction with availability of	74	74	78	69
Q7b. Satisfaction with waiting times at	71	68	72	57
Q8a. Satisfaction with phoning	73	72	77	59
Q8b. Satisfaction with phoning	76	74	77	61
Q9b. Satisfaction with continuity of	79	75	77	69
Q10a. Satisfaction with doctor's ques-	93	86	90	81
Q10b. Satisfaction with how well doc-	94	89	92	84
Q10c. Satisfaction with how well doc-	95	89	91	84
Q10d. Satisfaction with how much	92	88	90	81
Q10e. Satisfaction with doctor's expla-	93	90	93	83
Q10f. Satisfaction with time doctor's	91	84	91	80
Q10g. Satisfaction with doctor's pa-	94	89	92	84
Q10h. 'Satisfaction with docotrs's car-	94	88	92	84
Q11a. Ability to understand problem	75	73	80	69
Q11b. Ability to cope with problem	69	68	70	66
Q11c. Ability to keep healthy after vis-	63	61	68	62

SURVEYS

Here we have listed some of the patient surveys you can take part in. The information you submit will be used by us to improve the service we provide.



- ◆ **Friends & Family Survey:** www.tinyurl.com/iomgp
- ◆ **Department of Health GP Patient Survey.** This survey is sent out by the department of health. If you receive a survey in the post, please complete and return it as requested.
- ◆ **Our In-house GP Survey—Patient representative group.** This is your chance to have your say in the service we provide. If you would like to be involved, complete the form and return it to the surgery.

Thank you for your input.