Munro Medical Centre

Surgery	01775 715 999
Test Results	01775 715 995
Dispensary	01775 715 996

SPRING 2015 NEWSLETTER

Welcome to the Spring edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. Don't forget, previous newsletters can be downloaded from the Practice website under the 'News' tab.

Care Quality Commission (CQC)

We still await the CQC report following their visit earlier in the year.

Nurse Survey

See page 2 for the results of the Nurse survey carried out by the Practice during the Winter.

Triage Nurses & Process
Right Person—Right Care—Right Time

The Triage process is a way of safely managing the ever increasing demand for healthcare while meeting the patient's desire for a timely response to their request for an appointment. The seven Practice nurses that perform Triage have specific training to ensure the information the patient gives is fully assessed to provide the patient with the most appropriate care. Please remember this doesn't always mean that an appointment with a doctor is needed!

There are some exceptions to the Triage process:

- Children 0-8 weeks to see duty doctor same day
- Under 5 — no triage, offered an appointment usually the same day

Patient Survey Results for Nurses

During Winter we ran a survey to gather feedback for the eight Nurses in the Practice. As with the Clinicians survey this was carried out when patients attended an appointment rather than being open to anyone via the internet. The nurses were not aware of which patients had been asked to provide feedback.

The table below shows a summary of Good & Very Good responses for some key questions.

How good was your nurse today at being polite?	96.24%
How good was your nurse today at making you feel at ease?	95.27%
How good was your nurse today at listening to you?	95.59%
How good was your nurse today at assessing your medical condition?	94.00%
How good was your nurse today at explaining your condition and treatment?	90.66%
How good was your nurse today at involving you in decisions?	87.54%
How good was your nurse today at providing or arranging treatment?	83.48%
Are you confident in the nurse's ability to provide care?	98.48% (Yes)

The Practice will be taking note of issues raised by the survey and ways to further improve the patient experience will be put in place.

The full results are available on the Practice website under the PRG tab > Patient Survey 2014.

Missed Appointments

Our objective is to provide the best service we can for our patients but we need patients' co-operation to do this. Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify reception in good time to allow your appointment to be given to another patient.

In the period January to April 2015 -

1014 appointments were missed,

Costing over 222 hours of medical staff time.

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile number then you will get a text reminder the day before your appointment.

Next time you hear someone complain that they can't get a quick appointment, let them know about these shocking statistics.

Remember, it might be YOU that needs an urgent appointment.

Allergy Advice

With summer almost here, this site gives advice and treatments for Hay Fever and other allergies - http://www.itchysneezywheezy.co.uk/

Out of Hours Service

If you need medical advice at night, during the weekend or on a Bank Holiday please call 111. Trained staff will direct your call to the appropriate service. For more information on this service visit the NHS111 website — www.nhs.uk/111

Please note this service is provided countywide by NHS Lincolnshire.

If you think you or someone else may be having a heart attack, stroke or breathing difficulties where life is in danger,

telephone 999 immediately.

Same Day Appointments Triage System

If you require a same day appointment you will usually be added to a telephone triage list. If you can give as much information as possible to the person taking your call, we can ensure your call is routed to the most appropriate person to call you back.

Call backs are usually made within an hour but can be longer at peak times such as Monday mornings or if staff are required for an emergency.

A trained nurse will call you back to discuss the problem you are presenting with. The outcome of this may not require an immediate appointment or possibly no appointment at all.

Practice Website

WWW.MUNROMEDICALCENTRE.CO.UK

In addition to all the information you'll need about the Practice and its services including the new 'self help' section, you can register to be able to book appointments with your usual GP and request repeat prescriptions.

To register just bring one of the following into the surgery:

1 x Photo ID, e.g. passport or driving licence

Or

1 x Document with your full name and postal address, e.g. utility bill

Future newsletters and contacting the

Patient Reference Group (PRG)

Anything else you would like to see in this newsletter or

you wish to raise with the PRG?

Send your ideas to:

prg_comments@munromedicalcentre.co.uk

or write to the PRG at the Practice address

Please note that the PRG is unable to respond to complaints. Please contact the reception desk and ask for a copy of the complaints procedure or ask to speak to the Practice Manager. The PRG cannot deal with patient specific issues and do not have access to medical records.