

# Eastmead Surgery Summer Newsletter 2021



**We're back** with our quarterly newsletter!!!!

## **Staff Changes**

Shaheen Hamid, our Practice Manager for the last 11 years has now retired and we would like to welcome our new Practice Manager – Anne Cooper. Anne has worked for the NHS as a Practice Manager for the past 13 years and we are very happy to have Anne on our team.

We would also like to welcome Marzena Duda who has joined the surgery as a Patient Advisor. Another welcome addition to the team.

We would like to say a Big CONGRATULATIONS to Dr Emma Crust, who has recently got married. You will have previously known Dr Crust as Dr Newman.

We have 2 new Health Care Assistant's, Beata Kaczmarczyk-Czapkowska and Delwyn Priest who started in July and August. Beata and Delwyn replace Maila Latif who has left us after 8 years, we would like to wish Maila every success in her career.

## **eConsultations - What is eConsult?**

eConsult enables NHS based GP practices to offer online consultations to their patients. This allows patients to submit their symptoms or requests to their own GP electronically and offers around the clock NHS self-help information, signposting to services, and a symptom checker.

We would encourage our patients to visit our website and complete a "contact my GP econsult form". The service is available during our opening hours at 8am-6.30pm Monday to Friday.

e consult

### Contact your doctors online

Fill out a simple online form to get advice and treatment by the end of the next working day

- Ask about common problems like coughs, back problems or mental health
- Ask about general symptoms like dizziness, tiredness or pain
- Ask for administrative help like sick notes, test results or doctor's letters
- Get help for your child

[View common problems you can ask about:](#)

# GP Patient Survey 2021 - The Results!!

Annual survey undertaken for NHS England by Ipsos-Mori.

## Where patient experience **IS BEST**

**78%** of respondents describe their experience of making an appointment good.

**96%** of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment.

**94%** of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment.

## Where patient experience **COULD IMPROVE**

**33%** of respondents usually get to see or speak to their preferred GP when they would like to.

**57%** of respondents say they have enough support from local services or organisations in the last 12 months to help them manage their condition.

**76%** of respondents find the receptionists at this GP practice helpful.

**310** surveys sent out      **108** surveys sent back      **35%** completion rate

## **What have we put in place as a result of this survey?**

### **1. New Telephone System**

Our newly installed telephone system went live in Oct 2020 and we now have a system where callers can wait in a numbered queue. This system also has a statistic available to see how long callers are waiting and this will be monitored regularly. Our peak times are 8 am and 2 pm. We received over 2,753 calls in May, averaging of 150 calls in to the surgery per day. In the last month we have also installed two extra outgoing lines, so that the incoming calls are not blocked by staff members making external calls.



### **2. Flexible Appointments**

Days, evenings and weekends

**3.** We have six GP's working each week. We appreciate demand is high, but we will always try and book you an appointment with your preferred GP. Please be prepared that you may need to wait a few weeks. If you have an urgent medical need we always have a duty doctor here for a morning and afternoon session.

### **4. Patient Participation Group**

Normally as a result of the Patient Survey we would hold a PPG Meeting, but due to Covid-19 this has not been possible. The next PPG group is planned for Autumn 2021.

We are working with the PPG to put an action plan together to look at the areas that we perform under the national average in the Patient Survey and will communicate this in the next newsletter.

# APPOINTMENTS

## Appointments offered outside of normal core hours

We employ a GP & Nurse to offer Saturday appointments - if these are more convenient to you please ask when booking an appointment.

## Telephone Appointments

Patients who are offered a telephone appointment with the GP, will be given a window of 2 hours when the call will be made. Please make sure you have your phone on and are aware that the caller ID could be "unknown number". We are finding a number of patient do not pick up their phone when we have booked a specific time and then the GP has to make another 2 attempts to call - this wastes an appointment slot and also means that the patient will then call back requiring another appointment. The 2 hours is to make us more flexible to patients needs but also to make patients take responsibility for answering a call when they have requested an appointment.

## NHS ZERO Tolerance

We do not tolerate any physical or verbal abuse, threats or intimidation of our staff. They work hard to meet your expectations and whilst we understand that patients can get frustrated at the new way of working, due to the Covid pandemic, it does not give an excuse to abuse our staff. Please respect our staff.

## COVID-19

Covid numbers vaccinated up to 5.8.2021: over 68.0% of all patients vaccinated aged over 18. Fantastic response from our patients – THANK YOU! For our patients who have yet to have the vaccine we would encourage you to go to [www.nhs.uk/coronavirus-vaccination](http://www.nhs.uk/coronavirus-vaccination) or ring NHS 119

## NHS Health Checks

We are offering free health checks for all patients between the age of 40 and 74. Please book an appointment with our Nurse



## Patient Participation Group Meetings

*These meeting will be held as virtual meetings and the next one will take place in the Autumn.*

*Please email: [eastmead.surgery@nhs.net](mailto:eastmead.surgery@nhs.net) for the attention of Anne Cooper, if you would like to be part of the team that feeds back to the practice.*

## NHS App and repeat prescriptions

We advise all our patients to register for an NHS account, by downloading the app or using it online [www.nhs.uk/nhs-services/online-services/nhs-app/](http://www.nhs.uk/nhs-services/online-services/nhs-app/)

Patients can access a range of NHS services such as ordering repeat prescriptions and viewing their Covid vaccinations. You can also view your test results. We will be encouraging all patients to use the app to request their repeat prescriptions – this automates the process, ensuring the clinical safety of patients requests and speeds up the process.