

# Hall Green Health Summer Patient Newsletter



## Patient Survey 2014

Many thanks to those of you who completed our Patient Survey.

We had an excellent response rate, and the results were very pleasing.

Please take a look at the HGH website to download this years completed Patient Survey Results. Having analysed the results of the survey, an action plan has been agreed with Partners and the Patient Participation Group. Some of the areas that will be looked at for improvement in 2014 are: Out of hours provision and extended hours, Patient Access, repeat medication and patient information.

The annual survey is undertaken to ensure that patients are involved in decisions about the range and quality of services provided, including decisions that may lead to changes in how the surgery operates. The action plan that has been agreed with Partners and the Patient Participation Group and the Patient Survey results can be found on the website.

## Appointment of PPG Chair

At the PPG meeting at HGH on 17/03/2014 John Wright was elected as chairperson to represent the PPG group. One of the agreed criteria is that each PPG group should have an elected Chairperson. This is in order that meetings have an agreed agenda and that the group has a direct link with health professionals at the practice for matters arising from the meetings to be followed up.



## Patient Check-in Terminals in Reception

Please note that in April we had 2 new patient check-in terminals installed in reception. One is wall mounted on the far back wall and the other terminal is fixed to the reception desk for patients to check themselves in hopefully reducing congestion. The check-in terminals deliver real benefits to all of our patients - whether they use the system or not. If a patient is happy to use the kiosk, they can check themselves in quickly and easily. Alternatively, those patients who have a query can speak to a receptionist and benefit from reduced queues and shorter waiting times when telephoning the surgery.



## Missed Appointments

If you cannot keep an appointment please let us know so that we may offer it to someone else. We have a serious problem with patients failing to attend pre-booked appointments. Approximately 250 appointments are lost each week through patients not attending the appointments they have booked. Therefore patients who repeatedly miss appointments will be asked to look for another surgery to provide their health care.

We operate a tough policy for patients who have booked and failed to cancel. These waste the doctor and nurses' time and prevent other patients from accessing our service.

There is an email address which can be used to cancel appointments if you are unable to get through on the telephone: [hghcancelappt@nhs.net](mailto:hghcancelappt@nhs.net)

## Telephone Targets

Following the analysis of complaints received in the last 12 months, we have set new targets to minimise the length of time patients have to wait for their calls to be answered.

On average we expect calls to be answered within 5 minutes and no patient should have to wait more than 10 minutes.



Please note that Hall Green Health closes every Wednesday at 1pm and BADGER out of hour's service will provide cover. BADGER's Telephone no: 0300 555 9999

## Staffing Changes



We are delighted to welcome Dr Jeremy Clarkson, Dr Rabia Waheed, Dr Iffat Ali and Dr Rojeena Piya who have joined HGH as new salaried GP's.

We are also pleased to welcome Dr Nicola Sawle back from maternity leave.

To increase capacity and appointment availability, we currently have 2 new Locum GP's working at HGH. Locum Dr Shiraz Malik commenced at HGH on 23 April and is working 8 sessions a week and Locum Dr Saba Tahir commenced at the beginning of May, initially working 5 sessions every other week.

The Patient Services Manager is now supported by 4 Team Leaders who have been appointed to supervise the reception team on a day to day basis; ensuring the team provides a very high standard of service and care to all patients. The Reception Team Leaders are Sarah Bampfield, Sharon Friel, Becky Parkes and Andilla Jones. After a review of future IT management requirements, we have also appointed an IT Team Leader who started working at HGH on Monday 12 May. Leanne Hoye has been working at Richmond Medical Centre and is excited to join the HGH team in her new role.

## Book Appointments and Order Repeat Prescriptions Online

We are very pleased to announce that patients can now make their routine appointment with their Doctor online as well as order repeat prescriptions. These services can be accessed via the Hall Green Health website using **Patient Access**. Patients will need to register their interest with us so that we can set up



a user account and password. If you are not registered with Patient Access please see a receptionist at the Enquiries desk and they can print the information you will need to register. You cannot start using the service until you have this information and have gone through the registration process. Please make sure you bring with you one form of photographic ID, e.g. a passport or photo-card driving licence. If you do not have photographic ID please speak to a receptionist at the Enquiries desk. Once you have registered there is also a Mobile App for your phone available.

## Coming soon to HGH...Electronic Prescription Service

EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff. More details to follow.

## Extended Hours

We offer extended hours appointments for patients who cannot easily come to the surgery during normal hours for pre-arranged early morning and Saturday morning appointments.

Extended hours appointments are pre-bookable only and we are unable to offer a walk-in service at these times. Please ask at reception for details.



## and finally...

Please note that the waiting room chairs have now all been replaced and we are in the process of updating the flooring in the practice.

## Data Protection

The practice is registered with the Data Protection Act and is bound to the terms of that agreement.

Information is a vital asset, both in terms of the clinical management of individual patients and the efficient management of services and resources. The practice regards all person identifiable information, including that relating to patients, as confidential. It is therefore important to ensure information is efficiently managed, and that appropriate policies, procedures and management accountability and structures provide a robust governance framework for information management.

Information concerning patients or staff is strictly confidential and must not be disclosed to unauthorised persons.

