



Hadwen Medical Practice

NEWSLETTER ISSUE 3 MAY 2013

Welcome to the Spring 2013 edition of the Practice Newsletter. This edition will cover our registration with the Care Quality Commission, smoking cessation clinics, carers, updating your personal details, wasted appointments, and increases to our patient list size.

Jan Robertson

Practice Manager

Care Quality Commission

The Care Quality Commission (CQC) is the Government's independent regulator of health and adult social services. The CQC's goal is to ensure that essential standards are met in all GP surgeries. The Practice's registration has been accepted by the CQC and we can expect to be inspected at any point in the next two years to ensure that we are meeting essential standards for the care of our patients. Subsequent inspections will take place at two yearly intervals. The results of any inspections will be posted on the CQC website, <http://www.cqc.org.uk/public>

Smoking Cessation

Did you know that the practice runs a very successful service to support patients wishing to stop smoking? Studies have shown that your chances of success will be greatly improved if you get advice and support from health care professionals to help you stop smoking. Ring reception today and book an appointment with trained staff who will encourage and support you through the process.

Carers

The practice recognises the valuable role of carers and we are currently in the process of updating our carers register to ensure that we can offer all possible help and advice to those in a carers role. If you are caring for someone at home or elsewhere who has a physical or mental illness, has learning difficulties, suffers alcohol or drug dependence problems or who is disabled, elderly or frail then you are a carer (whether you are an adult or a child). To register as a carer with the practice please

download the form which can be found on our website:

www.hadwenmedicalpractice.co.uk

or ask at reception for the relevant form.

The week of 10th-14th June has also been designated as national carer's week. A representative from Carer's Gloucestershire will be available in the waiting room at Glevum Surgery on Wednesday 12th June between 10.00am-12.00noon and 3.00pm-5.00pm to raise awareness of the help and support that is available to carers.

Updating Personal Details

Please remember to let us know if your personal details have changed so that if we need to contact you urgently we have your correct information.

Did Not Attend (DNA's)

The high number of patients who DNA appointments is still a cause of great concern for the practice. In the period 1 April 2012 – 31 March 2013 there were 1395 appointments booked with a GP that the patient did not attend. That is the equivalent of almost 233 hours of wasted appointments! At a time when our appointment system is coming under ever increasing pressure, the loss of these appointments is something we need to address urgently. We do already write to any patient who DNA's two appointments in a six month period and have the authority to remove any patient from our list who frequently DNA's appointments. Please do your part in improving patient access by remembering to cancel an appointment if you no longer require it. There are many ways that this can be done – in person, by phone, through the automated phone system (for routine appointments), through the online services on our website, or by text if you are signed up to our appointment reminder service. As long as you give the practice more than an hour's notice that you no longer need the appointment, it can usually be rebooked with another patient. A significant decrease in the number of DNA's would greatly help improve access at the practice.

Number of Registered Patients

There does appear to be a general misconception that the number of patients registered with the practice has increased dramatically over the past 12-18 months. Our official list size as of 1st April for the last five years is:

1 Apr 09	16971
1 Apr 10	17140
1 Apr 11	17291
1 Apr 12	17293
1 Apr 13	17456

Over the period our list size has therefore only increased by 2.9%. What has increased significantly over this period is individual patient demand and expectation. Please try to help ease demand by considering other sources of advice and support so that the appointments are available for those with the most need. Our website gives good advice about colds, sore throats, coughs and other ailments. Your local pharmacist can advise you about these issues too. Please also remember that injuries should be seen at the A and E department of Gloucestershire Royal Hospital, and also remember to cancel any appointments that you no longer need! To remind you, the appointment types that we have are:

Urgent

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

Telephone Consultation

Suitable for patients who do not need to be seen in person.

Non-Urgent

These appointment types are released each day at 0800 and 1230, for appointments that are usually in 2-3 days time. These appointments are suitable for those who cannot wait for a routine appointment but do not need to be seen urgently on the same day. There is limited availability of these appointments.

Routine

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These appointments are available to book up to

six weeks in advance and can also be booked through the automated telephone system.

Repeat Medication Collection Times

Please note our turnaround times for repeat medication requests:

Deposited with Surgery	Collection Date
Monday	After 2pm Wednesday
Tuesday	After 2pm Thursday
Wednesday	After 2pm Friday
Thursday	After 2pm Monday
Friday	After 2pm Tuesday
Saturday/Sunday	After 2pm Wednesday

We try our very best to have your prescription ready on time. Occasionally though, there may be delays due to GP availability and volume of prescriptions received. To help us it would be appreciated if you could submit your repeat medication request as early as possible.

Glevum Pharmacy

Access to the pharmacy is available through the surgery during practice opening hours. After hours, the pharmacy has its own independent access via the surgery car park.

Opening hours of the pharmacy are:

Monday	0800-2300
Tuesday	0800-2300
Wednesday	0800-2300
Thursday	0800-2300
Friday	0800-2300
Saturday	0800-2200
Sunday	0900-2000

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