

Elsenham Surgery Newsletter

Newsletter August 2015

Inside This Issue

Introduction

Dr Ahmed Dahir

Complaints and Praise

Changes to the Waiting Room

Patient Participation Group

Did Not Attend

Suggestion Box

The Doctors Bag

Dates for The Diary

Introduction

The summer is well and truly under way!

If you are travelling and need any medical advice please do not hesitate to book an appointment with one of the Nurses. To get the most from your appointments please first complete our travel questionnaire. The questionnaire can be found on our website or we can send you a copy.

We were extremely pleased to receive a few requests from local groups and charities for items to be included in this issue. These can be found under the Dr's Bag section at the end of the Newsletter and we would encourage any other local groups to share their events or support group meetings with us too. If you have any other ideas or suggestions for this publication we would like to hear from you, either via our "Suggestion Box" on the Reception counter or send me an email to kgreaves1@nhs.net

Thank You

Dr Ahmed Dahir

Many of you may remember about a year ago we had a GP Registrar at the Surgery called Dr Ahmed Dahir.

Unfortunately, due to personal circumstances he was unable to finish his training and had to cut short his time with us.

We are delighted to inform you that he will be returning to us and will be starting on 17th August 2015.

I know he is looking forward to his time here and getting to know you all again.

Also, we are pleased to be able have some more medical students again this year and Dr Aws Sadik will be starting on the 25th August.

Dr Ahmed Dahir.

*New Registrar starting
17th August 2015*



Complaints and Praise

We are always seeking feedback from our patients and looking for ways to improve our service.

Many of you will be aware of the Friends and Family Test we are running. This test asks one simple question, "Would you recommend this Surgery to your friends or family". So far we are pleased to report 99% of the responses we have received would either be "Extremely Likely" or "Likely" to recommend our surgery.

Praise: No letters of praise to report this month

Complaints: We did receive a complaint via the NHS Choices website. We have made the staff aware and have learnt from it.

"How to make a Complaint" Leaflets are available in the waiting room. These also include details of what to do if you are dissatisfied with the outcome of your complaint and how to contact PALS. (Patient Advice and Liaison)

Changes to the waiting room - Update

From last month: We have been reporting in our previous two issues on our plans to improve the waiting area.

Currently we are considering two options:

- 1) Convert the children's waiting area into an admin room for the Practice Manger, Deputy Practice Manager and Accounts Clerk.
- 2) Convert the main waiting room into an office by inserting a new wall. This option would also improve the confidentiality issues we have at present regarding the serving window.

Either plan would create a much needed extra consulting room and additional storage space for medical notes.

We are in the process of obtaining quotes for the work, so far the quote for the IT and extra telephone portals were better than expected as it would appear our current system has capacity for the additional outlets. It has been estimated that it will take two engineers one day to complete the IT work and would cause little or no interference to the running of the surgery.

We are still waiting for building quotes which we hope to receive this week and will update you in the next issue with regard to the final decision.



Patient Participation Group

The Patient Participation Group is open to all fully registered patients of the practice staff.

At present Dr. Whooley and Karen Greaves the Practice Manager are the Surgery representatives and attend all the meetings.

The current group meets on a monthly basis and the meetings are held in an informal way here at the Surgery.

At present the group is working on the patient satisfaction questionnaire for 2015, which is being led by Deborah Bland.

When we met on the 29th July, we had only received 25 completed questionnaires. It was agreed that although the replies were very good, we needed to run the survey for at least another month to get a reasonable sample.

We are extremely grateful to Debbie for leading this project and to all those who have taken the trouble to complete a questionnaire – Thank You.

The PPG will be running a cake stall to raise funds for the additional medical equipment the surgery will need after the refit.

The stall will be held in the Surgery on the 21th September from 10:00a.m - 12 Noon. All are welcome.

The next meeting of the PPG is here at the Surgery on the 18th August 2015 at 7:00pm.

If you are interested in finding out more about the work of the group or would like to join us please email Karen Greaves

kgreaves1@nhs.net



Did Not Attend.....

All surgeries have a problem to some extent with patients not attending or cancelling their appointments. We are fortunate not to have many persistent offenders and in general patients are very considerate and do cancel their appointments so that others can use them.

Although, there will always be a few unforeseen circumstances whereby it is impossible to cancel an appointment in advance the majority of the 131 appointments lost in July could have been re-used!

To assist patients we do have a dedicated cancellation answer machine service available 24 hours a day.

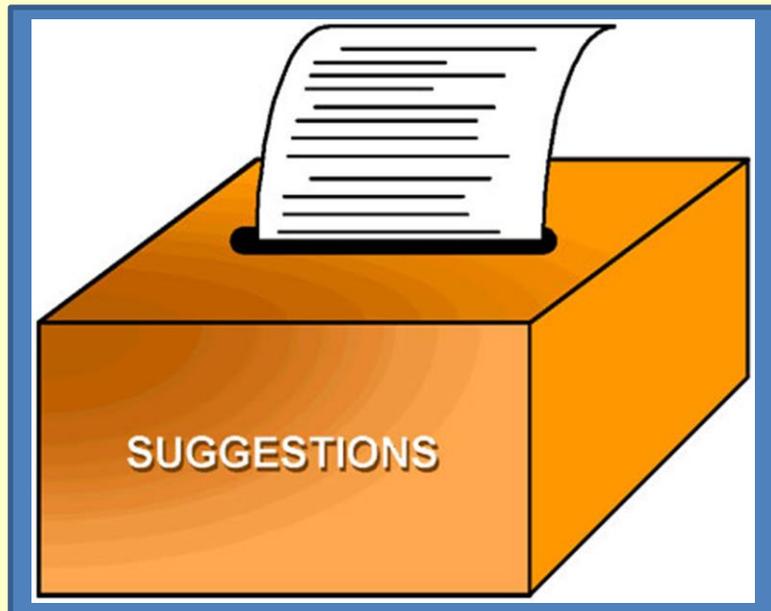
Please remember it is highly likely we can re-book your slot even at very short notice.

Thank You.

Suggestion Box

We have for many years had a "Suggestion Box" on the Reception Counter. Sadly this box is seldom used.

We would like to bring the box to your attention and urge you use it.



The Doctors Bag – Local Groups

New Diabetes support group for Elsenham

Diabetes UK are launching a new peer support & education service called Type 2 Together.

A group has been set up in Elsenham and involves trained volunteer facilitators supported by a Diabetes Educator (a specialist diabetes healthcare professional from Addenbrookes). Local facilitators are Geoff Hill and Heather Salvidge and the group meets on the first Thursday evening of each month.

Available to anyone living with Type 2 Diabetes in Elsenham and the surrounding area, the group will give you the chance to meet others with Type 2 diabetes, to support each other and make friends, and to share experiences and information.

If you are interested in joining – or would like more information – contact Geoff (01279 813205) or Heather (01279 814153).

T42. Monthly Coffee Morning for Those affected by Dementia and their carers

Every year I organise a fund raising event in the village to raise money for Dementia UK to provide more Admiral Nurses. At the last event a local carer asked me why we couldn't run some social event on a monthly basis for those affected by dementia and their carers. We have been in discussion with the Alzheimer's Society and have come up with T42 which will take place on a monthly basis at Elsenham Bowls Club. The launch date will be Monday 7th September 10am until 12 noon.

Many thanks,
Lindsey Peters

*If anyone needs to contact Lindsey I am happy to forward messages on to her.
kgreaves1@nhs.net*

Divorce Recovery Workshop Bishop's Stortford

Divorce Recovery Workshop is a self-help group run by volunteers who have attended the workshop. There are no "experts" but all those present will have personally experienced divorce or the breakdown of a significant relationship. DRW is suitable for anyone of any age at any stage of separation or divorce.

For more information:

Michael Renouf, Co-ordinator
Divorce Recovery Workshop Bishop's Stortford

www.drw.org.uk

bishops-stortford@drw.org.uk

07883 439498

Dates for the Diary

Event	Date
Patient Participation Group Meeting	18 th August 7:00pm
T42 Coffee Morning – See Above	7 th September
Cake and Coffee at the Surgery	21 st September

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