

NEWSLETTER

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Introduction

Welcome to our second edition of the Elsenham Surgery Newsletter.

The first Newsletter appears to have been quite successful and general feedback indicates that patients would like us to produce this Newsletter on a monthly basis.

If you have any 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

Many Thanks

Karen Greaves
Practice Manager

Dr Ahmed Dahir

Special points of interest:

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 in August.

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



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: No formal complaints have been received this month.

Should you wish to complain "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. Alternatively, please contact Karen Greaves – Practice Manager on kgreaves1@nhs.net

Changes to the Waiting Room

Last month we reported on our plans to improve the waiting area.

On further investigation it became apparent that despite monies being made available from the NHS England bid fund, the cost to the Surgery would have been too high.

We have revised the original proposed scheme

and have devised a scaled down proposal that would still achieve our desired goal of an extra clinical consulting room.

The new plan currently being considered, involves converting the childrens waiting area into an admin room for the Practice Manger, Deputy Practice Manager and Accounts Clerk.

This would create the much needed extra consulting facility and additional storage space for medical notes.

The scheme also includes refurbishment of the main waiting area to create additional seating. Another possibility could be an addition of a TV screen to increase confidentiality in this waiting area.

"you may have noticed how tired and shabby the waiting area has become...."

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.

Nothing from the suggestion box to report for June.

Patient Participation Group

The Patient Participation Group is open to all fully registered patients of the practice and 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. The questionnaires should be available for completion throughout July. Once the group have collated the results they will be published in the waiting room, on the Surgery website and in this newsletter.

We are always looking for new members to join the group

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

The next meeting is scheduled to take place here at the Surgery on the 29th July 2015 at 7:00pm. It is imperative that you let Karen Greaves know if you wish to attend this meeting.



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 111 appointments lost in June could have been re-used.

We have tried different ways to manage this problem for example, text messaging patients to remind them they had an appointment. However, this was an expensive service and did not make

any impact on the DNA (did not attend) figures and so it was discontinued.

To assist patients we do have a dedicated cancellation answer machine service available 24 hours a day. We would kindly ask that if you are leaving a message please leave your name!

"This Surgery lost 111 appointments in June because patients did not attend or cancel their appointment"

**ELSENHAM
SURGERY**

Station Road
Elsenham
Bishops Stortford
Herts
CM22 6LA

01279 814730

For

Karen Greaves
Practice Manager

01279 818006

kgreaves1@nhs.net

PALS

0300 311 22 33

The Doctors Bag....

NHS Health Checks

Who Is Eligible?

All currently registered patients aged between 40 and 74 or 75-84 for a Senior Health Check who haven't had a NHS Health Check in the previous 5 years and ***do not** have a current diagnosis of:

- CHD
- Stroke
- TIA
- Diabetes
- Heart Failure
- Atrial Fibrillation
- Chronic Kidney Disease (3-5)
- Hypertension
- Palliative Care
- Peripheral Vascular Disease /PAD
- Familial Hyperlipidaemia

(*These patients are monitored and cared for via other care pathways)

What Can I Expect?

A general healthcare assessment including a blood pressure check, Cholesterol reading, Weight management advice, smoking and alcohol status. The check will give you an indicative risk score for cardiac / stroke incident within the next 10 years.

How Long Does It Take?

Generally, about 20 minutes plus a 5 minute appointment for a blood test.

How Much Does it Cost?

For eligible patients this service is free.

How Long To Get The Results?

Most of the information will be available on the day. If your blood test is done after the Health Check then please allow an additional three working days for your Cholesterol reading.

Your risk score will be amended accordingly.

Anything Else?

Yes you will receive a free summary of the assessment to keep for your personal record.

How Do I Book?

Please see one of the receptionists who will be happy to help you.