

Elsenham Surgery Newsletter

Newsletter November
2015

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Friends and Family

Many of you will be aware of the national Friends and Family Test we are running.

This test asks the patient one simple question, "Would you recommend this Surgery to your friends or family".

The response choices are: Extremely Likely – Likely – Neither Likely nor Unlikely – Unlikely – Extremely Unlikely – Don't Know.

We will be publishing our results in this monthly newsletter and in the waiting room.

Our results for October are as follows:

100% = Extremely Likely or Likely categories

67% Extremely Likely and 33% Likely.

Saturday Morning Opening

PATIENT NOTICE

SATURDAY MORNING OPENING

To avoid any confusion or disappointment, please be aware of the following:

- This service is for fully registered patients of this practice only.
 - The telephone lines will not be open.
 - The Dispensary will not be open.
- **All appointments will need to be booked in advance of the day. Please ask Reception or use Patient Access.**
- There will not be any Urgent, Same Day appointments.

For medical emergencies that cannot wait until the Surgery re-opens, please call the emergency Doctor Service on 1 1 1 in the usual way.

*Saturday Morning
Opening*



Complaints and Praise

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

Praise: No Letters of praise received this month but one very kind patient described one of the nurses as “an angel” as he walked by my office door.

Complaints: The complaint we received last month has been withdrawn.

“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)

[Complaints and Praise](#)

Changes to the waiting room - Update

Regular readers of this Newsletter will know that we are trying to create an additional clinical room. This will enable us to be able to offer more clinical appointments and additional services

As you may be aware work has certainly continued apace and we are now nearing the final stages of this project.

There has been mixed reactions regarding the removal of the bench seating, but the new chairs are certainly cleaner, more hygienic and easier to maintain. The waiting area certainly looks fresher and less cluttered.

There has been a lot of work behind the scenes regarding moving desks, computers printers etc and sorting out IT, electrics and telephone lines. The end result has been a success with minimum disruption to the patients.

The last change we have planned to complete this project will be to install a new television in the waiting room. Hopefully, this will improve the confidentiality of the waiting area and provide something more interesting than out of date magazines!!

Patient Participation Group

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

The group has been extremely busy supporting the work of the Village Defibrillator and the first Saturday morning Surgery Drop-In Session.



Avril and Anne doing the teas at the Alzheimer’s Drop-In Session



Debra – PPG, At the Drop- In Session

The next meeting in December will be our Christmas Social. The next business meeting will be in January 2016 – date to be confirmed – please see PPG noticeboard.

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



Village Defibrillator

What is a Defibrillator and why do we need one?

A Defibrillator is a portable electronic device that automatically diagnoses and treats life threatening cardiac arrhythmias through the application of electrical therapy, allowing the heart to re-establish an effective rhythm.

Timely and effective use of a Defibrillator can save lives.

Around 30,000 people have a cardiac arrest each year outside of a hospital.

The chance of survival after the heart stops falls by around 10% for every minute that passes without defibrillation.

In a remote community like ours a Defibrillator could be the difference between a life lost and a life saved.



(Example of a Defibrillator at Pershore)

Update on our progress: - “ENC Electrical” has been to survey the Surgery to gauge the work involved.

The Defibrillator has now arrived and Ray Franklin is contacting ENC Electrical to let them know we are ready for installation.

The Village Defibrillator should have a life span of 10 years and the running / maintenance cost will be on average £200 per annum. This includes the cover of replacing the battery but not replacing the pads which are single use and cost £60.

If you would like to make a donation toward the running costs of the Village Defibrillator please contact either Ray Franklin – Elsenham Parish Council or Karen Greaves – Practice Manager 01279 818006

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 161 appointments lost in October could have been re-used!

To assist patients we do have a dedicated cancellation answer machine service available 24 hours a day. To leave a message on the answer machine please call 01279 814730 and follow the prompts.

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

Suggestion Box

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

We are delighted to say we have received our first suggestion – Music in the waiting room. We have decided that a television would be a good idea and will be installed now the painting has been completed.



Drop-In Session Alzheimer's Society:

We held our first Drop-In Session at the Surgery on Saturday 31st October 2015.

Marion Howell from the Alzheimer's Society was available from 10:00am – 12:00 noon for advice on what help and support is available for Alzheimer's sufferers locally.

Marian has kindly agreed to return to train the staff in becoming "Dementia Friends".

We had a busy morning and several people "dropped –in". We would like to thank Avril from the Patient Participation Group and Anne (Elsenham WI) for providing the teas and coffee.

Thank you too Lindsey Peters from T42, who came along to support our event.

T42 – is a coffee morning group for everyone with an interest in Dementia and is held at the Bowls Club every first Monday of the month. Please see Elsenham News for more details.

Marian left us a selection of leaflets covering the following:

Dementia Connections In Essex
Dementia Support for People with Dementia In Uttlesford
Great Dunmow Reminiscence Group
Care to Talk Support Group for Cares in Uttlesford
Young AT Heart Activity Group
Sing With Us – (Currently there is a waiting list for this very popular service)

All of the above are available in the front porch of the Surgery.

Drop-In Session Alzheimer's Society Continued:



Our Next Drop-In Event is on the 28th November and will be hosted by My Weight Matters – A Free, NHS, 12 week weight loss programme for adults with a BMI of 25+

Dates for the Diary

Event	Date
Saturday Surgery	14 th November 4, 2015
Saturday Surgery	28 th November 4, 2015
My Weight Matters –Drop In	28 TH November 10:00 – 12:00 Noon
Stop Smoking- Drop In	19 th December 2015 10:00 – 12:00 Noon
No PPG meeting	

Care for Carers

We are starting a Care for Carers group. The aim of the group will be to provide a support network for all local carers. The group will meet once a month here at the surgery and is open to carers across all conditions and disease types. If you would like further information please contact Karen Greaves on 01279 818006 or email kgreaves1@nhs.net

Contact Information

ELSENHAM SURGERY

Station Road
Elsenham
Bishop's Stortford
Herts
CM22 6LA

01279 814730
Karen Greaves Practice Manager
01279 818006
kgreaves1@nhs.net

www.elsenhamsurgery.nhs.uk

PALS - 0300 311 22 33

If you would like to receive a copy of this newsletter by email, please register your details on our website www.elsenhamsurgery.nhs.uk .

Thank You

Karen Greaves
Practice Manager