

The Elsenham Surgery Newsletter

August 2017

By Karen Greaves Practice Manager

News From:

The Patient Participation Group – (PPG)

We were delighted to welcome Chris our newest member at our July meeting. We are always pleased to have new members and hope others will volunteer to join us too. If you would like to find out more about joining our group then please visit our website www.elsenhamsurgery.nhs.uk

Or contact Karen Greaves Practice Manager on 01279 818006.

We are a fun informal group working hard to improve the patient experience at the surgery. Please don't hesitate to contact me if you have any suggestions for the PPG or, alternatively, please leave your comment online via the above website "suggestion box" – We look forward to hearing from you.



Patient Satisfaction Questionnaire 2017.

We have now finished the Patient Satisfaction Survey for 2017. At their July meeting the PPG agreed a 5 point action plan to be completed by May 2018. In June 2018 we will start again with the next Patient Satisfaction Survey.

We were delighted with the results and have chosen improvement actions based on their findings.

Overall, 99% of patients thought the surgery was either "Good" or "Very Good" with on patient ranking us "Poor".

The partners and staff are particularly grateful to Debbie and Simon Clark for their help writing the new look survey this year and to John Minor who gave up so much of his time throughout June to help patients in the waiting room. It is thanks to his extraordinary efforts that we managed to get a record number of responses this year.

The results and the action plan are both now available on the surgery website.

Although the official survey period has closed the questionnaire on the website is still live and your feedback is greatly appreciated. Any responses received now will be collated and counted in the 2018 survey results.

Depression Support Group (DFG)

As the DFG has become such a success I felt it was time to create a website link for members and potential members alike. The new page can be found on the surgery website www.elsenhamsurgery.nhs.uk. There is a welcome page with a short background history of the group and a membership enrollment tab and also a tab for forthcoming meeting dates. These dates have been set well into next year for ease of planning.

What to expect if you are thinking about coming along to a meeting....

Firstly - A warm welcome! It was decided at one of the first meetings that the format for the group would remain informal and relaxed and this does seem to be working very well. Please don't be surprised or disappointed if your turn up and we are all just standing around drinking coffee- that's what we do! This enables members to chat to each other either one to one or in small groups. The group meets at the Surgery but you do not have to be a patient of the surgery to join. **Please note:** The group is entirely **non-clinical** and it isn't an alternative to clinical treatment or a counselling service. It is just simply a friendship support group.

If you would like to find out more about the group please contact me -
Karen Greaves 01279 818006

Meeting times 10:00am – 12:00noon Drop-In Here at the Surgery.

Dates for the next few meetings:

No August Meeting

30th September 2017

21st October 2017

25th November 2017

16th December 2017 – Christmas Social

13th January 2018

22nd February 2018

Patient Access – (Carried Over from Previous Newsletter – From the Action Plan)

- **What is Patient Access ???:**

Patient access is an online service that enables patients to do the following:

BOOK [Appointments](#)

ORDER [Repeat prescriptions](#)

VIEW [Medical Record Viewer](#)

VIEW [Personal Health Record](#)

Access to this online service can be tailored to suit you. You can choose to either Google Patient Access in your web browser – Just type in Patient Access and follow the links to the Login screens or via an App on your smart phone or tablet. It couldn't be easier.

PLEASE NOTE: For security reasons you will need a code to register for the patient access service. Codes are unique to each user and are available from reception. You will be required to show photo ID (Passport – Driving Licence etc) and the receptionist can print your code straight away. Once you have registered, you will be able to have access to the above 24/7. Please ask at reception or visit our website for more details.

Other News

Weekend and Evening Appointments: (Carried over from previous Newsletter – From the Action Plan)

Patient Notice: If you find it inconvenient to see a Doctor or Nurse during regular office hours, please be aware there are many weekend and evening appointments available at the Saffron Walden and Dunmow Hub Centres.

If you would like to book an appointment or find out more about this service then please contact our reception staff.

Please be aware – This Service is for pre-booked appointments ONLY. Please do not try and “drop-in”, it's a long way to go and you will not be seen. If you need to see a Doctor urgently when the surgery is closed and you haven't made a Hub appointment then call 111 for the Out Of Hours Doctor Service or 999 for an emergency ambulance.

The Sun has got his hat on.....



**The Sun is out,,,,,
Please see the NHS
Choices website for the
latest NHS advice for
Summer Health Safety.**

<http://www.nhs.uk/LiveWell/Summerhealth/Pages/Summerhealthhome.aspx>

Website: www.elsenhamsurgery.nhs.uk

We are updating and improving our website – More news to follow next month

**Points of interest on our website
www.elsenhamsurgery.nhs.uk**

- **News Section Tab**
- **Vacancies Tab**
- **Mobile Phone Registration Details**
- **Slideshow**
- **Patient Participation Group Page**
- **Patient Satisfaction Questionnaire**
- **Shutdown Dates**
- **Newsletter Subscription Registration Details**

Other News Continued...

GP Registrars

We would like to extend a warm welcome to our new GP Registrar joining us from August. Her name is Dr Jackie O'Sullivan and she is with us for 6 months. Dr Afshan Hussain's time with us has sadly come to an end but we are delighted that she has agreed to come back for locum cover over the coming months. We would like to wish Dr.Hussain the very best with her future career.

Surgery Television:

From the Action Plan - The Surgery Television:

The television in the waiting room has received a mixed response from patients. The reason for installing the TV was to divert attention away from the main reception desk. It is unanimously agreed that it has been successful for this purpose. However, the viewing content can sometimes be dubious. The receptionist does try to monitor what is showing but it can change quickly. (Please ask if you would like the channel changed.)

It has long been agreed that we need something similar to the TV but with more benign and controllable content.

The solution...

We have been liaising with CCG for a public information screen and patient calling system. We have had the site survey visit which went well and have plans to install the new screen in August.

Patient Arrival Screen:

Unfortunately the patient arrivals screen has broken. We are pleased to advise you that the new screen has been ordered and will be ready for installation next week. We apologise for an inconvenience caused.

And The Last Word Goes To?

Elsenham Surgery –

We currently have a vacancy for a **Dispensary Assistant**

8 Hours Per Week

Monday 8:00am -12:00 Noon

Wednesday 2:30 - 6:30pm

The ideal candidate must be **flexible** and able to cover holiday and sick leave for their colleagues. If you are enthusiastic, patient focused and have proficient IT skills with an excellent telephone manner and can stay calm under pressure we would like to hear from you.

The Ideal Candidate will have:

- Previous primary care, NHS, Customer Service or Dispensary / Pharmacy experience
- Dispensary qualifications – Not essential as training will be given
- A positive “can do” attitude
- Self-motivation and Team worker

Terms

£8:00 per hour

5 weeks annual leave plus public bank holidays, per year - pro rata.

All conditional offers of employment will be subject to satisfactory references, DBS check (Disclosure and Barring Service), and where applicable qualification and status checks.

Please see below the Elsenham Surgery Website:

www.elsenhamsurgery.nhs.uk vacancy tab for an application pack. Alternatively, please contact Karen Greaves Practice Manager 01279 818006 for further details.

**Elsenham Surgery
Station Road
Elsenham
Bishops Stratford
Herts
CM22 6LA**

Contact Reception on:

Telephone: 01279 814730

Fax: 01279 647342

Email: weccg.elsenhamsurgery@nhs.net

Contact Dispensary:

Repeat Prescriptions – Via Patient Access – (ask Reception for details)

Telephone: 01279 818000 (after 2:00pm)

Fax: 01279 647342

**Karen Greaves -Practice Manager
(Including Complaints and Praise)**

Telephone: 01279 818006

Fax: 01279 647342

Email: kgreaves1@nhs.net

NHS Choices Website

I am frequently asked where patients can leave their comments in favour of the surgery rather than use social media. If you would like to support the surgery in this way then go to:

www.nhs.uk -Just type - Elsenham Surgery in the search tool and leave your comment.

Thank You

Elsenham Surgery Website:

www.elsenhamsurgery.nhs.uk