

Elsenham Surgery

# Newsletter

April 2016

## First Aid Training Workshop Sessions

Every year people choke to death, suffocate or die from bleeding or other forms of accident. Thousands of lives are lost needlessly because nobody knew what to do, or how to help them. Nobody knows when they might need basic lifesaving skills, or if they could be the person to make that difference between life and death.

Dot from the Community Heartbeat Trust will be offering three First Aid Workshops **on Saturday 16<sup>th</sup> April at Elsenham Village Hall.**



Each session can accommodate 14 people. The cost per person is £5 which also includes a book on First Aid. The books have been donated by Elsenham Surgery to help support this community event. The minimum age for entrants is 12 years old.

The workshop times are as follows:

09:00am – 11:00am

11:15am – 01:15pm

02:00pm – 04:00pm

Please call Ray Franklin 01279 815088 or Karen Greaves 01279 818006 to book your place.

## 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 the meetings.

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

At our March meeting we discussed the outcome of the recent Patient Satisfaction Survey and started to draft some preliminary ideas to be included in the action plan for 2016/17.



### *Agreed Action Points*

- *Update the PPG section on the Website.*
- *Start a recruitment drive for new PPG members.*
- *Promote the First Aid Workshops being held in the Village Hall on Saturday 16<sup>th</sup> April*

The dates for the next two PPG meetings are :  
Tuesday 6<sup>th</sup> April  
Thursday 12<sup>th</sup> May  
Start at 7:00pm Here at the Surgery

If you would like to join our group please contact Karen Greaves on 01279 818006, for more details.

## 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 142 appointments lost in March 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.*



**Book your  
appointment  
online**

## A Helping Hand

### Some ideas to help you



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## Complaints and Praise

In this section we like to update our patients regarding the number of complaints or, the number of letters / emails we receive giving us praise.

Due to the confidential nature of this correspondence, we obviously cannot share the specific details. However, for more general topics like the new television we endeavor to try and share as much anonymised feedback as possible.

- Praise: No formal praise received this month.
- Complaints: One formal complaint received this month.

Every complaint or compliment is a learning opportunity for the staff, and all feedback is discussed and shared.

“How to make a Complaint” Leaflets, are available in the waiting room. These leaflets 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)



**Week –end appointments**

There are many GP and Nurse Appointments available at either the Dunmow or Saffron Walden HUBS.

Please ask the Reception Team for details.

**Please note:**

All of the HUB appointments are pre-bookable only.

## The New Housing Development

The new building development has certainly got underway. The builders are wasting no time with the construction process and appear to be on site in all weather and at weekends too.

This recent spate of development at the edge of Elsenham village is the most significant we have seen so far but is just the latest growth in a long line of development projects; not just within Elsenham but in the surrounding villages too.

We have been made aware that there are concerns within the village community that the Surgery will no longer be able to cope with the demands the increase of additional patients these developments will bring.

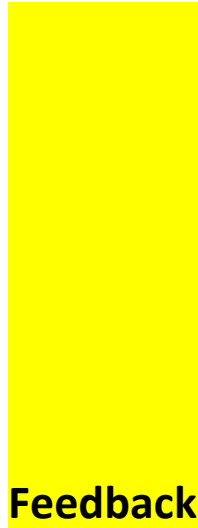
Regular readers of this Newsletter will know that for some time now the Surgery has been future proofing and planning for the influx of these new patients. We have made some changes to the waiting room and the managers have relocated to the new office. These changes have created an additional consulting room, without the need for expensive or intrusive new development. We are in the process of “kitting out” the new clinical room and purchasing medical equipment. We expect the room to be fully functional within the next two weeks.

Current guidelines suggest that the Surgery provides 75 contacts per week per 1000 patients. This contact can be with any clinician – Doctors – Nurses – Health Care Assistants etc. We have always been proud that we are able to offer at least 70 contacts per 1000 patients per week with just our Doctor appointments alone. When the Nursing team add their patient contact time into the equation we are certainly well above the average and our appointment booking system is extremely buoyant.

The extra clinical space does mean that when our patient numbers start to increase we will already have the capacity to provide the additional clinical appointments they will need. Therefore, we will be able continue to offer the same generous appointment provision we that we have always done.

We hope this allays the understandable fears that had started to emerge.





**Friends and Family Test:**

There are cards available in the waiting room. There is one simple tick box question to complete. The results are compiled and published monthly. We are trying to connect the Friends and Family Test to the Website. More details will follow.

**The Suggestion Box:**

There is a Suggestion Box by Reception in the waiting room. There is also an electronic version via our website. [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)

**NHS Choices:**

[www.nhs.uk](http://www.nhs.uk)

Unlike the other two options already mentioned any comments left on the NHS Choices website can be seen by the general public.

**Please Note:**

Please do not leave any personal information in the Suggestion Box in the waiting room. The box is not particularly secure and is in a public area.

The box is intended for comments or suggestions about the Surgery in general and should not be used for individual patient care.

If you would like to discuss a private issue or if you have an idea or suggestion that will help us to help you personally; then please contact me directly. – Please see below.

**Karen Greaves Practice Manager**

**Email:** [kgreaves1@nhs.net](mailto:kgreaves1@nhs.net) **Direct Dial:** 01279 818006

Thank you

*Elsenham Surgery Newsletter*

*March 2016*

## Other News:

### Changes to the website

We have created a new slideshow section on the website. It contains photos from our recent events. The slideshow can be found on the left hand side on the Home Page.

[www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)

### Drop-In Sessions – 10:00 – 12:00 noon

Our next drop-in session will be on Saturday 16<sup>th</sup> April – Philip will be here to talk to you about coping after a Stroke.

On Saturday the 14<sup>th</sup> May – we will have a visit from a hearing aid specialist who can help with routine maintenance and care for hearing aids.

### Dates for the diary:

Dementia awareness coffee morning – Bowls Club – First Monday Morning every month from 10:00am.

*If you would like to receive a copy of this newsletter by email, please register your details on our website [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk) .*

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**PALS - 0300 311 22 33**