

Elsenham Surgery

# Newsletter

March 2016

## Defibrillator Training Day:



Saturday 13<sup>th</sup> February 2016  
Elsenham Village Hall

Dot from the Community Heartbeat Trust gave a very useful and interesting talk about the community defibrillator.

The defibrillator has been designed so that anybody can use it. No previous training required.

The meeting was very well attended and Ray Franklin kindly agreed to be the casualty for the morning!



If you would like to find out more about the community defibrillator please contact Karen Greaves - Practice Manger Elsenham Surgery. 01279 818006

## Patient Participation Group

**T**he 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 February 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.



The next meeting of the PPG is on Thursday 10<sup>th</sup> March 2016 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.

### Patient Satisfaction Questionnaire Results:

It was agreed that the cohort of responses to the Patient Satisfaction questionnaire was too low.

Postage is extremely expensive and it isn't a viable option to post questionnaires to almost 6000 patients.

At present we are largely reliant on patients visiting the surgery within the time frame of running the questionnaire.

This may result in fewer responses but it does reach patients who have recently used our service.

It was agreed that without the help of Deborah Bland, the number of responses to the questionnaire this year would have been too low to be relevant to process.

It was also agreed that the results of the survey were satisfactory and therefore:

Individual elements or questions or departments within the Satisfaction Questionnaire should not be our focus for the coming year.

Rather, the PPG should focus on the mechanics of the questionnaire – i.e increasing the cohort of responses so that we have more meaningful data.

## 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 137 appointments lost in February 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: No complaints 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)



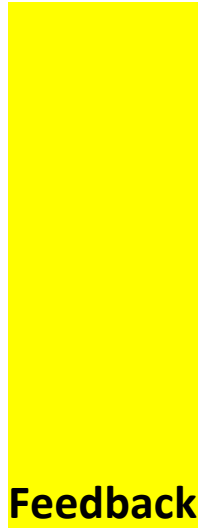
**Week –end appointments**

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.



**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.nh.s.uk](http://www.elsenhamsurgery.nh.s.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

## **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**

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.

### **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**