

Summer 2019**Inside this issue**

- 1. Use of Computers.**
- 2. Surgery Telephone System.**
- 3. Surgery Staff Changes.**
- 4. Did Not Attend (DNA) for Appointment.**
- 5. Expert by Experience .**
- 6. Patient contact with a PPG representative.**
- 7. Advance Nurse Practitioners Limitations.**

Complaints and Comments

When a registered patient of this Practice wishes to make a complaint or offer a compliment about our service provision to them, we are always happy to be informed. Please inform

Wolverhampton Road GP Surgery Practice News and Patient Views

1. Use of Computers.

Wolverhampton Road Surgery have a Facebook page which is used to promote campaigns, provide information on common illness with recommendations and outline new initiatives such "Checkware.

"Checkware is a new piece of computer software which has been initially devised for use by asthma patients to provide data



via e-mail for comparison and analysis of asthma treatments.

The Surgery is currently waiting for information from the software originators as to when invited asthma patients can be instructed to make use of this facility.

2. Surgery Telephone system continued.

The Patient Participation Group (PPG) are very much aware that the surgery telephone system is still not up to the standard expected by patients calling the surgery. Long delays have been experienced . The Practice have tried many ways to improve the time the Patients have to wait before being answered by a Care Navigator.

The PPG members have suggested that one benefit would be to look into the possibility of either adapting the present system to have a means of informing the patient where they are in a queue. This is being reviewed by the Practice.

3. Surgery Staff Changes.

The Surgery management have been very active in trying to recruit more doctors to join the Practice. They are happy to report that Dr Phillip Lane will be joining the Practice in July this year and we look forward to welcoming him to the team and hope that he enjoys working with patients belonging to this practice.

Summer 2019

3. continued.

The PPG are sorry to learn that Dr Albright who has served the practice for many years will be retiring from the practice on a date to be decided. We wish her a long, happy and healthy retirement and thank her for her loyal services to us all over the years she has been at the surgery.

4. Did Not Attend (DNA) for appointments.

Once again we have to report that 126 patients did not attend their doctor appointments during the month of May 2019. This equates to 21 hours or 3 surgery days in May of wasted doctor time.

This time wasting is too high and “very selfish” as the appointments could have been given to some other patient in need.

It is most essential that patients who can't attend an appointment for any reason to **PLEASE, PLEASE** make the effort to cancel your appointment. .

Cancellations can be done by making a telephone call to the practice 01785 258161 and selecting option 1.

5. Expert by Experience.

Further thoughts are being given to the possible setting up of a “Buddy system. This is to comprise of a group of patients who have experienced various treatments and are able to talk positively and willing to support new patients through their journey. Initially the system would be set up for cancer patients.

6. Patients contact with a PPG representative.

The Patient Participation Group discussed ways and means by which any patient could make contact with the group regarding an element of Practice service which in their opinion they feel could be improved. Various suggestions were made and perhaps the most convenient would be to set up a Patient access PPG e-mail address, that would initially be accessed by the chairperson of the PPG before bringing a patients issue raised to the next group meeting for discussion. The PPG will be looking at how they communicate with patients at their next meeting, so any suggestions you may have as to how you would like to contact the PPG would be most welcome.

7. Advance Nurse Practitioners (ANP) limitations.

The Practice is very pleased with the way the Practice ANP perform their duties and we feel sure that this applies equally with patients who have experienced their work. If a situation occurs when the ANP requires the assistance of a Doctor, the ANP will during the appointment request the attendance of the duty Doctor in order for the situation to be resolved.