

**Winter 2020****Inside this issue**

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**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 the Practice Manager of the matter and the Practice will be pleased to respond and try to resolve the problems encountered.

## Wolverhampton Road GP Surgery Practice News and Patient Views

**1. Telephones.**

One of the main frustrations practice patients seen to have with the telephone system is in not knowing their position in the telephone queue system when attempting to contact the surgery.

Recent investigations have resulted that this task can be addressed within the boundaries of an acceptable financial constraint. It was noted however that if this adjustment was made to the system it would not make the answering of calls any faster but callers would know where they are in the system and give an element of choice as to wait to be answered or call back later when waiting time to be answered is reduced.

**2. Missed Appointments.**

During the month of November 2019, the Practice had 5520 available appointments of which 4308 were booked appointments of which 169 did not attend.

**2. Missed Appointments continued.**

Again based upon each appointment being 10 minutes duration. This accounts for over 28 hours of lost appointment time in one month

**3. Practice Staffing Changes.**

The Practice welcome three new doctors to the medical team.

- Doctor Kumar during January
- Doctor Asante in February and
- Dr Rizwan is our new registrar

and trust that they will be happy in their new environment and provide the practice with additional skills and thus extend the Practice GP expertise.

Sadly we have to say cheerio to Sister Lawson who after quite some considerable time working at this Practice is moving on to pastures new. We wish her all the best and thank her for your valued contribution whilst at Wolverhampton Road.

Continued overleaf

## Winter 2020

### 4. Practice Innovation Grant (PIG).

GP Practices have been invited to apply for a share in a new innovation plan designed to promote activities that encourage patients to obtain good health by taking part in GP planned healthy activities.

The PPG were pleased to hear that this Practice has been successful in their bid to obtain a part in a Practice Innovation Grant (PIG).

The particular activities which Wolverhampton Road GP Surgery will be organising are:

- Gentle Exercise and
- Gardening

The activities are open to ALL not just Patients of this practice. Other GP Surgeries will be organising other activities again open to ALL.

### 5. Get the most out of GP Appointments.

The average GP Appointment last 10 minutes. Patients must be aware that the 10 minute slot starts as soon as your name is called. It includes

- Walking into the Doctors Room
- Taking off your coat.
- Having your consultation
- Putting your coat back on and leaving.
- Doctor writing up your notes and requesting perhaps various investigations.

### 5. Get the most out of GP Appointments continued.

The following notes may help you to get the most from your time slot:

1. Be on Time
2. Don't get too comfy
3. If possible leave the children at home.
4. Don't bring a list.
5. Think about your story and tell it chronologically. Get the important issues out quickly.
6. When giving timings, try to be accurate with dates..
7. Don't be embarrassed.
8. Be kind.

Finally, be aware of how consultations usually work:

1. You tell your story.
2. The Doctor asks you specific questions based on your story.
3. Your Doctor will examine you (although not always necessary).
4. Your Doctor will discuss what they think might be going on and suggest treatment options or plans.
5. You ask questions/discuss "the plan";