

Issue 11 March 2018 Coltishall Medical Practice Patient Participation Group News

Welcome and goodbye to:

GP Registrars. Dr Cole has completed her six months at the Practice and Dr Muzaffar joined at the beginning of February, she will be at the surgery until the end of July. Dr Latoy (GP locum) will continue as locum until mid-July when Dr Roberts returns from maternity leave.

Friends of Coltishall and Spixworth Surgeries

As you may already be aware, the Friends are a group formed in 1991 to act as fundraisers for both of the Surgeries. Their objective is to support the Surgeries and raise funds for the benefit of all patients living within the community in and around Coltishall and Spixworth.

Over the years the Friends have provided many items of equipment and items to improve the comfort of the patient, for example most recently, Blood pressure monitor in the waiting room at Coltishall, new seats for the waiting rooms, Electric examination couches, 24 hour blood pressure monitors and water coolers, from donations, and book and puzzle sales. During the past year the Group has seen funds of approximately £2600.00 being made available for the Surgeries to further improve patient experience.

The Group are **CURRENTLY LOOKING FOR NEW MEMBERS** - If you are interested in joining the Group, please contact either Maureen Neal (Chair) on 01603 897506 or the Practice Manager at Coltishall. Meetings are held quarterly at Coltishall Surgery in the evening. Alternatively you could offer support at the fundraising events throughout the year.

Patient Survey 2017

Thank you again to all patients and carers who completed the 2017 Annual Surgery Survey in the final quarter of last year. The survey provides us with very valuable feedback and comments, and the surgeries, in conjunction with the Patient Participation Group, will be looking at what can be improved in the coming months.

The full survey results and summary documentation will be available shortly on the surgery website at: www.coltishallsurgery.nhs.uk

Minutes of the last PPG meetings can also be found in the PPG Group section on the website.

Summary results from the Survey **Full details will be available soon on the Surgery Website**

- Overall Patient Care provided by Doctors and Nurses

The results reflected that patients overwhelmingly thought that the care and support in the surgeries was either Excellent or Very Good.

-Overall Patient Service and Care provided by the Receptionists and Dispensary

There has been an overall increase in the satisfaction, which is reflected in patient perception of an Excellent or Very Good service being provided.

- Appointment Preference

83% preferred to book by phone or in person. 10% preferred to book online**.

7% had no specific preference.

**In the near future we will be contacting those patients who requested further details of online services for appointment bookings and repeat prescriptions. "Invites" have also been sent to 3000 patients offering the opportunity to use online services that allows Appointment Booking, Repeat Prescription requests and access to certain areas of your medical record. The online process is very simple to use and offers patients 24 access.

Please note that you can also book a telephone appointment with a GP or Advanced Care Practitioner.

Patient Group Meeting speakers

During the year, presentations were provided by various speakers. Subjects covered included "Norfolk Deaf Association", "Infection Control", "Coltishall Surgery Dispensary" and "Palliative Care". Minutes of these presentations have been / are available on the Surgery website.

Missed Appointments

Staff are proposing to send letters to patients if three appointments have been missed in the previous 12 months, and to make phone calls to those who booked on the day but did not attend. The ideas are currently being discussed with the Doctors, and their instigation will be subject to their approval.

The "text reminder system" has been in place for some time now, and was enhanced in November last year so that patients can text back to cancel an appointment - this then automatically updates the appointment booking screen. It was felt that this had helped reduce the number of "did not attends", although the figure is still unnecessarily high.

Updated Reminder - Open the bag

This is in conjunction with the campaign that is looking to reduce, or even better, eliminate medicine wastage. Can we encourage you to open and check your medication before you leave the dispensary to check that the prescription is correct. **Once medication has been taken out of the premises, it cannot be returned for use with other patients.**

Further details of this initiative can be found on the surgery website at: www.coltishallsurgery.nhs.uk

Suggestion Books

A reminder that you can also make suggestions by leaving a message in the Suggestion Books that can be found at both surgeries or, alternatively, you can send a message using the surgery email address: coltishallppg@nhs.net

Another Car Parking Reminder

It is disappointing that we have to issue yet another reminder to highlight the issue of misuse of parking at both surgeries. The car parks at the surgeries are only "**for the use of patients attending appointments**". Cars being parked on the car parks that do not belong to patients or attendants can result in a great deal of irritation to genuine patients. This is a particular problem at Coltishall where cars are being parked on the car park whilst children are being either dropped off or picked up at the neighbouring school. If required, there are other spaces available just across the road at Coltishall at the village hall. Please respect this request so that patients, particularly those who are experiencing chronic health symptoms, can access the surgery and medical treatment as easily as possible. Thank you.

Steve Kempson Chairman Coltishall and Spixworth PPG