



HONITON SURGERY NEWSLETTER

Christmas 2007



Honiton Surgery Extension & Refurbishment

At last, after many delays, we are ready to start on the building project. We have awarded the contract to local builders Setter & Saunders from Topsham. This family run firm has wide experience in building surgeries, most recently at Heavitree Surgery in Exeter. The architects are the Exeter firm Ford Gilpin & Riley and they have produced an exciting design for the extension on to the car park and reconfiguration of the existing surgery.

We have appointed Mr Paul Fitzhenry of Building Projects Solutions of Beer as our Project Manager. Paul will liaise between the surgery, builders, Honiton Hospital and the local population to ensure that the project progresses smoothly and on time. Paul is contactable via the surgery.

During December and January we will need to relocate some medical and nursing staff to Honiton Hospital. The Duty Doctor and Doctors Sarah Evans, Beth McCarron-Nash and Suzanne Ingram will work permanently at Honiton Hospital for the duration of the project which is expected to be around 18 months. Our blood taking service, the INR (anticoagulation) service and nurse led chronic disease management clinics (asthma, heart disease, COPD) will all be run from the hospital. It is very important that patients remember where their appointment is to be held. The Honiton Hospital services will all be based in the Outpatients area to the left of the entrance lobby.

Building work will start in earnest in January 2008 and will mean that the surgery car park will no longer be available and that also a proportion of staff parking in Honiton Hospital will disappear to become part of the Builders Compound. This will inevitably mean parking congestion during the next 18 months and so if at all possible it would be helpful for patients and staff to either use public transport, walk, cycle or be dropped off at the surgery or Hospital for their appointments. At the end of the project we will have replaced all the lost parking spaces in the reconfigured hospital car park. The new surgery entrance will open up on to the hospital car park.

In January a temporary entrance to the surgery will be opened through the wall facing Haydons Park and this will be the only entrance to the surgery and Lloyds Pharmacy until the new extension is built and opened (hopefully around Christmas 2008).

Once the new two storey extension is opened the temporary entrance will be closed off and the refurbishment of the existing consulting suites, the treatment room and formation of the new treatment rooms in the old reception and waiting room area will commence. This should take around 6 months.

At the end of the 18 months project we will have a building fit to face the challenges of delivering high quality medicine in the 20th century. We will have nearly doubled the floor area of the surgery, have more space for our patients and nurses, capacity to teach medical students and other medical staff, train new GPs and conduct research. We have plans for improved information resources for patients and to host more community health services which we have been unable to do due to lack of space.

It is an exciting time and a worthwhile objective – please bear with us through the inevitable disruption in order to reach our goal.

Appointments

Do you have more than one medical problem to discuss with your GP? Please can we ask that you prioritize your medical problems before you are seen. There are times when your GP may be running late, or may feel unable to discuss all of your medical problems in one 10 minute appointment and may ask you to book a further appointment.

Improving Practice Questionnaire

It is the intention of every member of our team to provide you with the best possible service. To do this we annually undertake the Improving Practice Questionnaire (IPQ) which initially involved feedback from our patients. The data collected is discussed at various meetings including our Patient Group to help us improve the service we offer.

Thank you to all those who have filled in the questionnaires.

GP Patient Survey – Hospital Choice

As part of the GP Patient Survey (GPPS), the Department of Health will be conducting a survey with patients who have been referred by their GP to secondary care for a condition where the Choose and Book policy applies. The doctors will be handing out questionnaires between 24th January and 28th March 2008 to all patients aged 18 or over where a Choose and Book referral has been made.

Patients who have been referred to Choose and Book from 1st September 2007 may also receive a questionnaire through the post. These patients will be asked to return their completed questionnaire to Ipsos MORI in a reply paid envelope.

If you receive a questionnaire and do not wish to participate in this survey, please hand the questionnaire back to Reception stating that you do not wish to participate.

All those with access to your data are properly trained in confidentiality issues and are governed by both legal and contractual obligation to keep your details private.

Please Note

Please can patients be careful when dialling the surgery as we have had a patient advise us that messages are being left on his business answerphone causing him great inconvenience. The surgery number is **01404 548544**.

Patient Group

The Group meets quarterly and your queries and suggestions are always welcome. There is a "Suggestions Box" already in place in the surgery. If you would prefer you can contact members of the Patient Group directly. Various contacts are:-

Mrs Val Royle – 01404 44463
Mrs Meg Pipe – 01404 850855
Mr Alf Boom – 01404 548745

They will be pleased to hear from you.

We would like to wish all of our patients
a very happy Christmas and a happy and
healthy New Year

From all of the Doctors, Nurses and Staff
at Honiton Surgery

