

# HONITON SURGERY NEWSLETTER

## Winter 2007

### Government Patient Experience Survey

During January 2007 the Government are conducting a Patient Experience Survey. This is a Government initiative and patients who have had a consultation with a Doctor in the past 12 months may receive a 'MORI' questionnaire asking various questions regarding your experience. Patients will have been randomly selected from a database.

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.

### 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.

### Telephone Update

Following the helpful comments that we received regarding telephone access we plan to upgrade our telephone system to allow direct dial facilities. This will allow direct access to the various areas (ie appointments, home visits etc). These numbers will be published and advertised as we progress with the project. There will also be a facility which will advise you where you are in the queue.

### Children

We appreciate that appointments sometimes run late and that children very quickly become bored and fed up, however, it is for your safety that we ask that children do not run around the waiting area and car park. Thank you for your assistance.

### Telephone Triage

From Monday March 5th we will be piloting a new system at the surgery for dealing with requests for same day appointments. Patients who ring in the morning requesting to see a doctor that day will be given a telephone slot with the Triage Doctor who will phone the patient back within the hour. The aim of this is to ensure that our patients get the most appropriate and effective care as soon as possible. It may be that the problem can be dealt with by talking to the doctor on the phone or that the doctor can direct the patient to the most appropriate clinic/service.

This system has been tried in many surgeries all over the country and been shown to be very successful. Not only will this mean that patients are given quick and effective access to the care that they need but also this should allow GPs more time to spend with patients who have chronic and on-going problems.

We shall be discussing this service with the patient group and there will be further information nearer the time. We will be trying to encourage everyone who thinks they need a same day appointment to ring before 12.30pm. However if patients have an on-going problem or need a routine appointment, the system will remain the same i.e. the reception staff will deal with their call and try to book them an appointment with their own GP.

### Car Parking

We appreciate how busy and difficult it can sometimes be to park your car whilst coming into the surgery. However, local residents are worried and upset that some patients are parking on pavements outside their homes. We politely ask you to park appropriately to ensure the least disruption to local residents. Thank you.

### Wheelchairs

The surgery has purchased a new adult sized wheelchair for use by patients. If you require the use of the wheelchair whilst you are at the surgery please ask a receptionist who will bring it out to you.

**News from the Patient Group**

**A Senior Council For Devon** –Devon County Council has been given money to establish the Council.

The Senior Council is expected to give a voice to older people (over the age of 50) in planning for the future for themselves and services in Devon. It will raise issues that are important to older people and see to improve their quality of life. For more information at this early stage please contact the local project manager David Hess on 0118 3783818 or [david.hess@btopenworld.com](mailto:david.hess@btopenworld.com).

**Expert Patient Programme** – This important service is to help patients over the age of 18 with long term conditions like asthma, diabetes, depression, MS, Arthritis. It is about anything controlling your life in terms of pain, discomfort or that needs treatment. It is called “expert” because patients who have a long term condition may be very knowledgeable about their condition.

Mrs Mel Turner who runs the service would like volunteers to work with her to assist the local groups.

Mel works in Honiton (the New Street office of Social Care) you can contact her on 0845 002 0699 or 07791 41433.

If you are a patient with a long term condition and would like to join the programme please do phone Mel and she will be very pleased to give you more information.

**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.

**Infopoint**

Please find attached information about our new infopoint panel which you will find in the foyer of the surgery. All calls are free to patients. Just pick up the handset and press the button which corresponds to the service required.

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**CHANGE OF GP FROM DRs BARBER OR COURTNEY TO DRs INGRAM OR McCARRON-NASH**

Full Name:.....

Date of Birth:.....

Full Address: .....  
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I hereby give you permission to change registration of GP from .....to .....

Signed:.....

Date: .....

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