

OLD HALL SURGERY

The background of the entire page is a grayscale photograph of a large, leafless tree. The branches are intricate and spread across the frame. Numerous birds are visible, some perched on the branches and others in flight, creating a sense of activity and nature.

NEWSLETTER

APRIL - JUNE 2013

GOODBYE

Dr Nadaph.

It is with regret that we have to say that Dr Nadaph will be leaving us at the end of April 2013.

She is moving to become a Partner in a Practice in Wrexham. We will miss her as she has become part of our team over the last 7 years.

We would all like to wish her luck and all the best for the future.

Dr Rachael Delic

Who has been at the Practice for the last 4 months. She is returning back to the Countess of Chester Hospital to complete her studies.



WELCOME

Dr Louise Nuttall

Who is joining us for the next 4 months. Please make her welcome while she is training at the Practice.



CONGRATULATIONS

Nurse Jean Jones on 25 years of service at Old Hall Surgery.

I am sure many of you will remember Nurse Jean joining the Practice and I'm sure you will all congratulate her on her long service.



TELEPHONE NUMBERS & EMAIL ADDRESSES

Can we ask if you have changed your telephone number (land line and mobiles) and e-mail addresses, can you please inform us of this change.

MAJOR COMPUTER SYSTEM CHANGE APRIL 2013



This will mean that the practice will have no computer system from Wednesday, 3rd April, until Tuesday, 9th April.

The practice will only have limited access to patient's notes during this time and therefore is only able to provide an urgent service.

This new computer system will be effective from Tuesday, 9th April, 2013.

The change over will involve transfer of all the data from one computer system to another.

We thank you for your patience and co-operation during this time.

Appointments:

Doctors will only be able to see urgent problems on Wednesday, 3rd April until Wednesday, 10th April.

Please try to avoid these days if possible. A system of Doctor triage will be in place where a Doctor will discuss your request to be seen.

Prescriptions:

Please ensure you have enough medication for Easter Monday week 1st April until Wednesday, 10th April.



Blood Taking Service:

There will be no routine blood service from Easter Monday, 1st April until Wednesday, 10th April.

IMPORTANT

**DURING THE COMPUTER
CHANGE**

**THE PRACTICE WILL BE
OPEN AS NORMAL FROM
8.00AM TO 6.30PM DAILY
MONDAY – FRIDAY**

**WE WILL TRY TO KEEP THE
DISRUPTION TO A
MINIMUM.**

**PLEASE SPEAK TO
RECEPTION IF YOU HAVE
ANY PROBLEMS.**



Breaking News = Emis Web

We are moving computer software to Emis web at the beginning of April. There will be some disruption to everyone just before we move over but we hope to keep this to a minimum and not let it affect you too much

We thank you in advance for your patience with us at the change over and after. We will all be learning about the system for a while and I am sure that it will take a while to come up to speed.

There are some benefits in this system for patients, which we are looking forward to.

- SMS messaging
- Electronic prescription transfer
- On line booking of appointments



SMS messaging

will mean we can remind you the day before about any booked appointment. *We will need your correct up to date mobile phone number*

Electronic prescriptions

Patients will be able to register to access their own prescription page within the computer system to order prescriptions. This request will go to the Doctor for approval then be sent electronically to the chemist of your choice.

It will be important to remember to come and see the Nurse for your regular checks i.e. Diabetic/Asthma/Epilepsy/Heart disease etc otherwise this may slow the process down.



On Line Booking of Appointments

Booking appointments with the Doctor will be available on line by computer

All of these new features will happen in stages and will be available over the next few months. As they become available we will let you know.

Keep watching the newsletters and notices and website for updates.

AND ONCE AGAIN THANK YOU FOR YOUR PATIENCE



PATIENT PARTICIPTATION GROUP AND PATIENT SURVEY UPDATE

The last meeting was to discuss the results of the recent Patient Survey run in January 2013.

If you would like to read this report it is now available on our website

www.oldhallsurgery.co.uk



181 questionnaires were completed – the benchmark rating was 66 – we scored 50.

Discussions on the implementation of Doctors of choice on the day of appointment started after this survey was completed and we have received more positive feedback from this. Also noted was patients need to be more aware when ringing on the day as some Doctors only work 2 ½ days. With the suggestion of the PPG we have put the information regarding the Doctors working days on the notice board.

Positive response from the survey.

The PPG agreed they were very pleased with the rating given to ‘Satisfaction with Receptionists’. The Benchmark was 75 and they achieved 77. They all agreed that Receptionists have a very hard job.

The PPG felt the practice was very informative regarding Additional Hours of Opening and sign posting Extended Hours and Out of Hours.

Congratulations to the Practice Nurses and Health Care Assistant for giving a high standard of care.



Negative/Could be improved response from the surgery

Comment: Doctors to stop looking at the computer while in consultation.

Answer: **It was noted that the Doctors have taken this on board.**

Comment: Doctors not keen on home visits.

Answer: **Doctors say it is more efficient to see patients at the practice to visiting them at home; this is a reflection on modern medicine but does not mean the Doctors will not visit a patient if they need a home visit.**

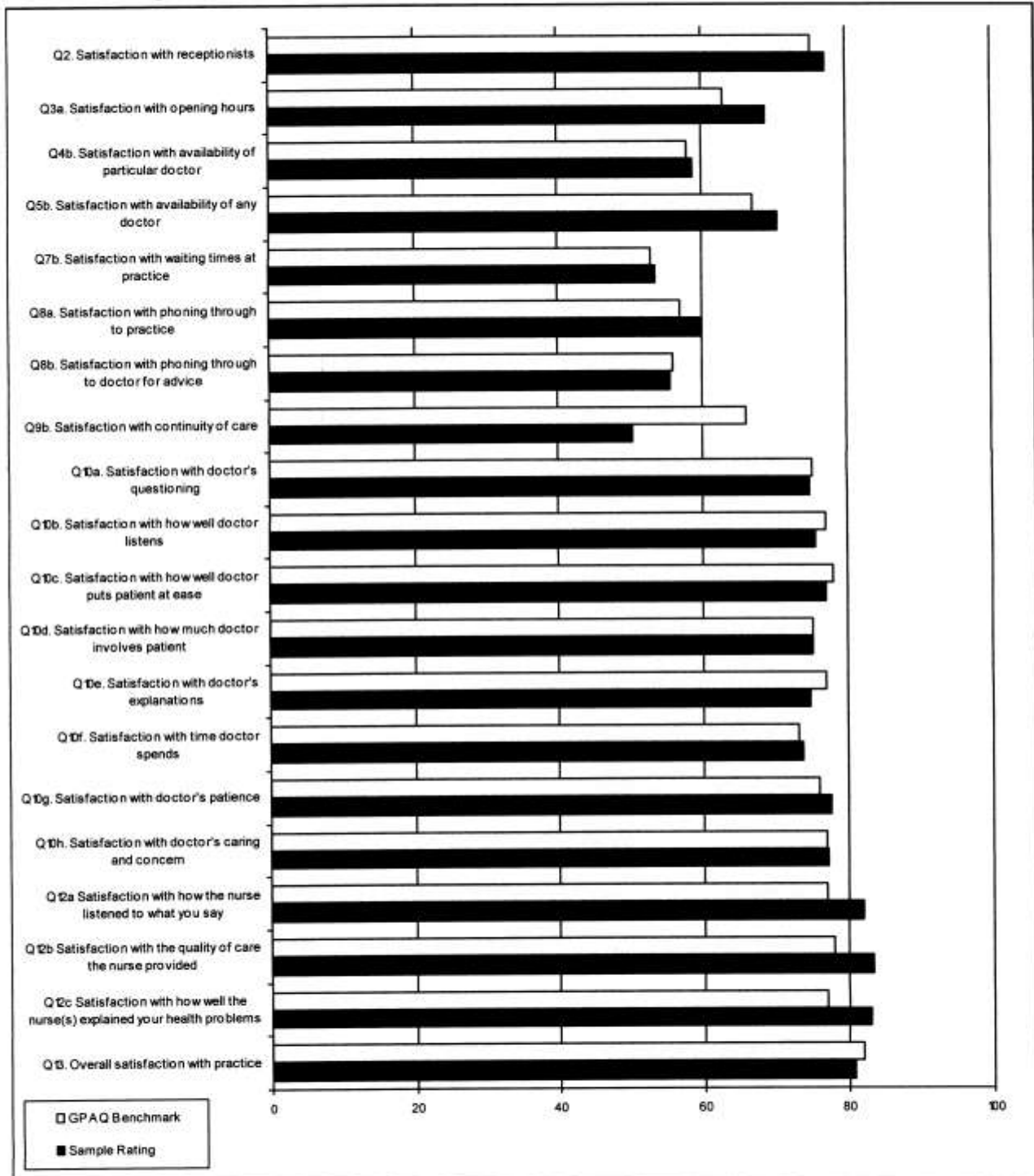
Comment: Waiting times – Doctors running late.

Answer: **The staff are very proactive in informing patients if GP's are running late. We understand it is very stressful for both the patients and the Doctor concerned if they fall behind. Please be aware that this may happen if the Doctor has to deal with bad news or bereavement.**

As a whole the PPG felt this was a very positive survey but would be beneficial to keep looking at Satisfaction with continuity of care and choice of Doctor when booking Appointments.

PATIENT SURVEY RESULTS

Chart showing report ratings against benchmark



PATIENT PARTICIPATION GROUP

The group always strives to get patients to join them in the monthly meetings. If you feel that you could improve the services we provide to you please collect a joining form from their notice board at the surgery, complete and leave at Reception. It's as easy as that. They will then send you an invite to their next meeting.



HOLIDAY ADVICE AND VACCINATIONS

If you need any advice on vaccinations for your holidays please make a Telephone Appointment with our Practice Nurses who will give you safe travel advice and update on vaccinations required and charges if applicable. An appointment will be made after this initial call.



CONFIDENTIALITY

We have had numerous calls recently from people asking for information regarding their spouse/ family members or friends.

We are not allowed to give out any information to anyone but the patient.

We, as a Practice are very proactive on our policies regarding confidentiality.



CHANGE 4 LIFE IN OUR AREA

Change4Life has become one of the most instantly recognisable brands in health improvement. It enjoys high levels of trust and involvement from both the public and private sectors.

Change4Life's ambition is to create a movement in which everyone in society plays their part, helping to create fundamental changes to those behaviours that can help people lead healthier lives.

To support this ambition we work with a wide range of local supporters who share our goals, and can strengthen our message through their own channels of communication.

Our main Local Supporter in this area is the Links Healthy Living Centre in Ellesmere Port Town Centre. 0151 356 6970. They offer a wide range of non sport activities and dance classes which may be of interest to you.

For example: Beginners Belly Dancing, Salsa, Fitness Pilates, Fit'N'Fun Exercises, Walking.

If you require more information regarding these activities or need advice regarding healthy eating/ support please give them a call or pop into the centre for more information.

You can also visit www.nhs.uk/change4life which is very informative and can help with healthy eating, reducing alcohol, sugar and salt intakes, recipes and can give you a wider range of activities around this area.

