

SPINNEY SURGERY NEWSLETTER - SPRING 2006

For patients registered with the Spinney

SPA EVENINGS 2006

At the Crossways Hall, Ramsey
Road, Junction, St Ives. 7.30 –
9.00pm

TUESDAY 28TH MARCH - COPING WITH PAIN

We hope to have a local Consultant
and Dr Dennis Cox to give talks at
this educational evening.

With stands including Arthritis
Care, Acupuncture and more

**Put these in your diaries. More
information to follow.**

**TUESDAY 23RD MAY – MINOR
ILLNESS**

**TUESDAY 17TH OCTOBER –
DIABETES & AGM**

Staff changes at the Spinney

We would like to welcome Janet
Marland to our Treatment Nurse
Team. Jan has worked for many years
in Accident and Emergency at
Hinchingsbrooke and is a very
experienced nurse. We are sure all
patients will like her very much.

HALF DAY CLOSING SESSIONS.

The Surgery will be closed on the
following afternoons from 1pm for
staff training.

Thursday 23rd February 2006
Wednesday 22nd March 2006
Wednesday 26th April 2006
Wednesday 24th May 2006
Thursday 22nd June 2006
Tuesday 18 July 2006
Wednesday 27 September 2006
Thursday 19 October 2006
Tuesday 28 November 2006

If you need urgent medical attention
during these closures please contact
01480 447800 Huntsdoc. Thankyou.

Huntsdoc relocation.

**From 17th January, Huntsdoc
relocated to Hinchingsbrooke
Hospital. The telephone number
remains the same.**

28 day prescribing

In line with national and Huntingdon
Primary Care Trust guidelines it is our
policy that patients should normally
receive monthly supplies of their
medication.

We appreciate this means:-

- Inconvenience for patients
- Financial implications for
patients without pre-payment
certificates
- More work for surgery staff

So why 28 days at a time?

Because it will help reduce waste in
the NHS

Every year millions of pounds of NHS
money is wasted because of unused
medicines. Large studies have shown
that limiting prescribing to 1 month
at a time greatly reduces this waste.

Patient Survey

You will remember this was
undertaken in the summer of 2005. All
questionnaires were anonymous and
information from them was input into
a programme which analysed the
results. Dudley Denham, one of the
SPA committee members then worked
on analysing the results and more
specifically the free text comments. An
excerpt from his summaries of both
the nurse and doctor survey is below.
Full copies will be included in a display
in the lobby in the next few weeks.

Overall

Overall satisfaction rate - 85%. All scores relating specifically to Doctors above national scores in all categories except patients ability to understand problem after seeing Dr, ability to cope with problem after seeing Dr and ability to keep healthy.

Availability of Drs for urgent requests was high at 94%. (Urgent was not defined). However, the average score for waiting times was below national averages (49%).

The majority of patients have full confidence in the practice. Comments which reflect the general feeling about the Spinney include; best practice I have known; fullest confidence in practice; very lucky to have the Spinney; very happy with the service provided; never feel rushed; caring Drs and staff; patients put at ease; excellent all round; very good service; practice from reception to GP very helpful and reassuring; practice very proactive; most efficiently run practice I have come across; very friendly prompt service; always feel I am being taken seriously; very good and patient with children.

Negative comments include: waiting times could be improved; waiting times of up to 45 minutes unacceptable, better seats required if waiting times are to stay the same; reception area too small; dispensary area can be congested.

Doctors

All Drs named at least once as being excellent. Comments include: Drs are excellent; helpful over and above what is expected; Drs are very good listeners; caring listening Drs; sincere interest shown in my needs and care; caring and understanding; full information given; I can't fault them; completely satisfied with Drs; respected by Drs.

Nurses

Nurses are regarded as efficient and effective. Comments included:

Seeing nurses for less serious things very efficient, fast and useful; triage nurse very good and helpful; caring nurses.

Reception

Very efficiently run reception; receptionists really nice and helpful; receptionists handle calls and queries in an excellent way; will do everything to fit me in at short notice; never feel rushed; like being told on arrival about delays; Negative comments: appointment system causes some annoyance (this was not elaborated); reception discussions not confidential - can be embarrassing

Management of practice very good; surgery good in every respect; lovely practice; everyone makes you feel at ease; like being informed by the newsletters; men's health evenings very informative. Referrals to hospital very efficient;

Some Negative comments

Had to wait 7-days to see a nurse.
Nurses waiting bay too hot
Visits from a GP after major surgery would be welcome.
Seats uncomfortable in waiting area.
Reception area often packed.
Waiting room music not soothing.
I object to question 16 (Ethnic group).
Parking area too small; more car parking spaces required. Inadequacy of car parking was the main and consistent negative comment.

Some Positive Comments

The best surgery in the World.
Most efficient surgery I have come across.
Doubt whether any improvements could be made.
We are happy with everything at the Spinney.
All staff are good.
Feel privileged to be connected to the surgery.

Suggested Areas for Improvement

Weekend appointments.
Downstairs changing facilities for babies required.
Doors difficult to open, especially for wheel chairs and pushchairs

Summary

Majority very satisfied overall. Excellent caring Drs and friendly helpful nursing staff and receptionists. Major gripes concern car parking and waiting times.

Over coming months, we will be reviewing areas raised in the survey and details of changes and improvements will be found on our website or on the patient notice board in the lobby.
Thank you to everyone who took part.

TRAVEL JABS

When you plan your holiday, please give a thought to the vaccinations you might need to be safe and healthy while enjoying your long deserved break. We provide a personalised service for patients travelling. Please telephone the surgery as soon as you plan your holiday, let us know where you are going, and when and we will let you know what you need and when you need it. We would appreciate your help in including vaccinations in your first list of things to do.

Once your holiday is over, don't forget to return for those boosters!

Website

Have you visited our website – www.spinney-surgery.org.uk? You will find lots of useful information about the services we offer, you can order your prescription and you can find out the latest news and copies of the newsletter. If you wish to subscribe to our e mailing list for updates (which I

assure you would not be "spam") please let us know your e mail address and we can add you to our distribution list.

While on the subject of the website, it would be helpful if patients could not use the site to correspond with their doctor or order sick note requests. The site is purely for the dissemination of information and prescription ordering and it is not possible for us to reply and respond to e mails about such matters from the site. Thank you.

Health Reviews

We are always trying to ensure that the health care we provide is the best possible. We take a proactive approach to health reviews and write to patients who are due for a heart, diabetes, epilepsy, mental health, hypertension check. There should be a tear off slip on these letters which you can fill in if you would prefer not to have these checks. We can then record this on the computer, and hopefully you will not be sent another letter (although with nearly 10,000 patients this sometimes slips up!). We do encourage patients with these lifelong illnesses to have regular checks as they are really important.

Telephone Numbers & Addresses

We rely on up to date telephone numbers & addresses to contact patients and would be grateful if you would let us know if you change your number or address.

Patient Choice.

Many of you will have heard about this Government initiative to give patients choice about which hospital they want to go to for their treatment. There is a guide on the NHS website (www.nhs.uk) but here is a summary.

Until April patients in this area have a choice of attending Hinchingbrooke, Addenbrooke's, Peterborough, Bedford and two London hospitals (for oral-maxillo facial surgery). From April, there should be lots more hospitals to choose from.

Of course you may not feel you know enough about the other hospitals to make a choice, or you may want your doctor to decide for you – that's still fine.

Things that may concern you might be; transport, waiting times for both outpatient and inpatient stays, hospital cleanliness, MRSA infection, access, cancelled operations. Each hospital has been rated and the NHS website and the leaflet "Choosing your hospital" published by Hunts PCT shows these ratings and explain how they were measured. We are also going to display information about the hospitals in the waiting room for patients.

Changes to Baby/Immunisation Clinics

Our baby/children immunisation clinic is held between 2 - 3.45 on a Thursday afternoon, and whilst appointments are sent out by Child Health, there are often many babies and children who can't attend on their due appointment date and time. In the past we have always given out numbers when you arrive and children are seen in the order

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they arrive. This however has meant that the people turning up for due appointments arrive at or around their allocated slots and extra parents arrive at the same time, often resulting in 3 or 4 children at the same time. Obviously the Nurse does not and cannot rush the immunisation and needs to get information from mum or dad prior to the jabs. We have therefore asked Child Health to spread out these appointments. If you are unable to attend of your given appointment, please telephone the surgery as soon as possible. You will be offered an alternative date and time but please bear in the mind that there will be parents turning up at their appointed times and you will be fitted in but there may be a little wait. Another problem we have encountered with several parents and children turning up together is the amount of prams and buggies that are in the surgery. This does cause congestion in the waiting room and corridors. We would kindly ask that if possible your leave your prams and buggies in the front lobby. They should be quite safe.

VAT

From 1st April, 2006 the practice will be registered for VAT. It is possible that VAT will have to be added to our private fees and private prescriptions. It will not affect NHS prescriptions. More information will be in the waiting room/website nearer the time.

We hope you find the newsletter interesting and informative. If you have any comments or suggestions about it or any other aspect of the surgery, services etc, please feel free to contact me, Debbie Wheatley, Managing Partner on 01480 484007 or at Debbie.wheatley@nhs.net.