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# PPG Newsletter



Issue 6: November 2016

## The Patient Participation Group (PPG)

The PPG is a forum of volunteer patients from the surgery who give their time to help improve the services offered. The PPG comprises 50 men and women of all ages, ethnicity and social background so that different points of view influence Practice decisions. Since the inaugural meeting in 2011, the PPG has conducted surveys (results posted on noticeboards and the website) and produced this newsletter (available on paper in the surgery and via the website) to engage other patients in the running of their Practice.

The PPG needs more members to join especially if you can represent one or more of these groups:

**WE NEED YOU!**



- Carers
- Under 24's
- Young parents
- Single parents
- Patients with English as an additional language
- Patients with a long-term health condition or disability
- Patients who have someone in their family with a mental health problem

If you can join us, please fill in our form online or ask for one at Reception.

## Emergency Clinic Appointments

The surgery changed the way Sit and Wait Clinics operate in May 2016. The service was rebranded as the "Emergency Clinic" and the following patients are suitable to be booked in:

- Acutely unwell patients
- Patients with a deterioration in a long term condition
- Patients booked in by a GP for follow up with acute deterioration

Emergency Clinic appointments can only be booked on the day – morning appointments are released from 8.00am and afternoon appointments are released in staggered periods from 12.00pm and 1.45pm to management demand.

The Nurse Practitioner, Lynne Keen, is able to see and diagnose patients with minor illnesses and injuries and is able to prescribe. If you call with a problem that she can help with, then you will be booked in with Lynne as per the doctors' policy.

Patients attending the Emergency Clinic can check in via the touch-screens and the clinics are in the downstairs clinical rooms.

Patients may not be seen in order of arrival but will be seen in order of clinical need, as determined by the Emergency Doctor. There could therefore be a wait of up to 1 hour from your appointment time.

You can book your next appointment online on the Practice website using [SystemOnline](#) or download the TPP app from the App Store onto your Apple device. The app is **free**, runs



on **iOS 7 or later**, and allows you to update your contact details, book or change your appointments, order repeat prescriptions and more.



The PPG are constantly seeking ways to help the Practice improve your experience. To this end, we will soon be using a free online survey tool from 'SurveyMonkey' which will give us easy access to your views about the whole range of services that the surgery offers.

The surveys are emailed out, are very easy to complete and we can use the data we capture alongside the results of face-to-face surveys (like the one we did in September) to feed back to the Practice your views about what works and what doesn't. Turn the page for the September Survey results.

## Staff News

The Practice sadly had to say goodbye to staff who retired or resigned this year. Dr Vorster (GP Partner), Dr Davies (GP Partner), Lorraine Saunders (Urgent Care Nurse) and Sarah Kerr (Reception Team Leader). They also welcomed new staff: Tilly Norman (Receptionist), Kimberley Roseblade (Receptionist), Dr Hafsana Uddin (Salaried GP) and Dr Mukul Shah (GP Registrar).

They currently have 2 temporary receptionists: Priya Chandrana and Lin Guyver, until they can recruit to the Reception Team. They ask that patients please bear with them while new staff undertake induction and training.

The Practice also has a new General Practice Nurse with an interest in paediatrics, Natasha Leeks, joining in October. An additional Practice Nurse, Cathie Robinson, will be joining after Christmas and Dr Bryony Hooper will be joining as a Salaried GP from November.

## Regal Chambers Statistics

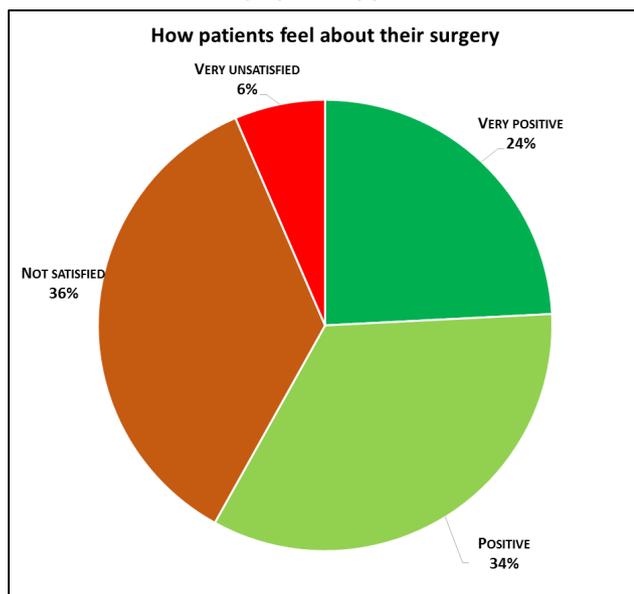
	October 2016	↑↓	October 2015
New patients registered:	96	↑	94
Acute prescriptions written:	2033	↓	2141
Repeat prescriptions written:	1296	↓	1646
Hits on the Practice website:	9763	↑	9286
Patients seen, phoned or visited:	4744	↑	3911
Home visits done:	270	↑	246
Telephone consultations (incl. triage system) done:	744	↓	1071
Face-to-face consultations done:	3730	=	3730
Number of referrals done:	487	↓	499
Patients who <u>didn't attend and didn't cancel</u> their appointment:	483	↑	352
<u>Wasted clinician time</u> as a result of missed appointments:	81 hours	↑	59 hours

**ALWAYS TELL THE SURGERY if you can't come to your appointment.**

There is a dedicated answerphone so you can call and leave a message to cancel or cancel it online.

## Our Patient Survey

A small band of PPG members surveyed over 90 patients as they left the surgery on a day late in September. Nearly all the people who were asked stopped for the two or three minutes it took, so the survey is representative of the patients visiting the surgery between 8am and 4pm on that day. Of course, every day is different so this is just a snapshot. The day was slightly unusual because it was the day of the anti-coagulant clinic and a nurse was off ill. In addition, an error made on the appointments system which meant that some patients were turning up for appointments that had been cancelled.



The 52 women and 39 men who were interviewed fell into the following age groups: 4 under 20 years; 17 between 20 and 40; 23 between 41 and 60 and 45 over 60. Each patient was asked approximately how many times they had visited the surgery in the last month. The average number of visits was 2.5 with a small number attending the surgery more than 10 times. 60 patients had appointments with a doctor or nurse; 9 were collecting prescriptions; 5 were making appointments and 18 were there for other reasons. Of the 60 there for an appointment, 12 did not use the on-screen check-in system - a quarter of whom (3) were attending a sit-and-wait session.

Patient verbal feedback was put into four categories. Nearly 60% of the patients who expressed an opinion felt positive or very positive about the Practice. Very positive comments included:

*“The best surgery in Hertfordshire”*  
*“The surgery is awesome” and*  
*“I love it here”.*

Nearly all of the negative comments related to difficulty with getting appointments or waiting time for appointments. The evidence suggests that some patients are not making best use of the systems available and it may be worth trying to improve patient use of the online appointment-booking system.

Of the three very negative comments, one was about the condition of the toys, one about the prescriptions system and the other about the telephone system. There was some evidence on the day that more patients would benefit from using electronic prescribing and this might perhaps be something the PPG and the surgery could work on together. Evidence on the day suggested that, if the check-in system does not work it is more likely to be in respect of nurse appointments rather than appointments with doctors. However, we were surprised to find just how many patients now use the check-in rather than going to Reception.

Jennifer Piggott, October 2016