

NEWSLETTER

Summer is here ...or so we hope!

Welcome to another edition of our Practice Newsletter.

Hopefully you will find the contents of this edition informative and it will also update you on the improvements we are making to our current services.

We are very fortunate at King George Surgery to have a very active and supportive Patient Liaison Group which is made up of volunteer patients who have the interests of the practice and its patients at heart and this newsletter includes a report giving some insight into their work. We all have much to thank them for, as well as many of you that have supported them over the years with their fundraising.

If you would like to join the Patient Liaison Group or wish to discuss something with them, they can be contacted via reception.

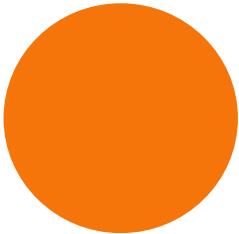
We continually strive to improve our services, some of which are highlighted on page 2, despite the government cutbacks and the current economic climate affecting all of us. There is no doubt that there are difficult times ahead as well but on a lighter note we would like to wish you all a warm, happy and healthy summer!

Changes to Extended Opening Hours

The results of our patient satisfaction surveys last year indicated that patients would prefer to have access to earlier and later weekday appointments rather than the Saturday morning surgeries that we currently offer.

Therefore, from 1 June 2011 it has been decided to stop the Saturday surgeries and offer extended opening hours with extra appointments on Monday and Tuesday evenings 18.30 to 19.00, and Friday mornings 07.30 to 08.00.

- New Services
- Patient satisfaction survey
- New website to come



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King George Surgery garden on a warm sunny day

Are you a Carer?

If so, please let us know by completing a carer form at reception. Your name will not be passed to anyone else without your permission but it will allow us to record the number of carers registered at the practice and it will mean that your GP is aware of your status.

"Carers in Hertfordshire" is a voluntary organisation that can offer information and advice about carers rights to benefits and financial support, how to get services to assist with caring and how to arrange for carers to get a break. Free leaflets are available in the waiting room, or can be ordered from -

Tel: 01462 456660;
www.carersinherts.org.uk;
email: central.team@carersinherts.org.uk

"Hertfordshire Young Carers" offers support, fun and friendship to local children (aged 9-18) who care for a sick or disabled parent or sibling at home.
Tel: 01992 586969; www.koolcarers.org.uk
email: info@koolcarers.org.uk

New Services



"Book your Dr.'s appointment when the surgery is closed on our automated phone line or at any time on the internet"

Automated Phone Appointments

We have introduced a new service which enables you to book an appointment with your doctor, using your telephone keypad, when the surgery is closed.

To access the service you will need to select the automated option and then enter your date of birth when asked and also your current telephone number which is on your records at the surgery.

If we do not have your current telephone number you will not be able to use this option. Please update your records by completing the relevant details on the form on the back of this newsletter (or photocopy) and hand it in to reception.

We are hoping that once the service is in full use that it will alleviate the pressure on the phone lines early in the morning when we know it can often be difficult to get through.

Online Appointment Bookings

We would also like to introduce a new service called Vision Online Services. This service will enable you to book and cancel online appointments with our practice using the internet.

To make appointments online you must first register with the practice to access this service (this may take up to 5 working days to be processed). Once registered you will receive an e-mail giving you a link to enable you to create your username and password. Once your account has been created and you have activated it you will be able to book appointments with an available doctor, view any existing online appointment and cancel any online appointment if required.

Please note: You will only be able to cancel appointments that have been made online, not appointments made at the surgery or on the telephone.

If you are interested in this service, please complete the relevant details on the back of this newsletter (or photocopy) and return it to reception and you will be contacted within 5 working days.

New Website on its way!

Our current website has become dated so we have almost completed the process of setting up a new website for the Practice which will not only keep you up to date with the practice and its services but will also have links to medical advice and information to help you make the most of the NHS network. You may also have noticed that we have changed the surgery logo (top front page) to display a more modern, contemporary design which reflects the services that we offer at the practice.

Our web address remains the same (back page) and we hope you enjoy the improvements.



"You can now get a reminder text message for your appointment - make sure your Mobile telephone number is registered on your records"

Text Messaging Service

Another good reason to inform us of your current Mobile telephone number is that whenever you make an appointment, whether it is by phone, online or in person, you will be sent a text message confirming the date and time of your appointment. You then also get a reminder text message up to 24hrs before your appointment in case you have forgotten. This should help reduce the large number of missed appointments that occur because patients forget them.

Please note that the text message will go to the phone that is registered on your records - and if the same number is registered with other family members, i.e. if your child has an immunisation appointment and your phone is registered on their records you will get a message for them.



Patient Liaison Group Report



The Patient Liaison Group liaises between the doctors and patients at the practice. The members form a working group who meet approximately every six weeks and work on any project under review between meetings.

They have raised funds to purchase equipment for the benefit of patients, and the Group would like to thank everyone who has purchased their raffle tickets or given donations.

Examples of equipment purchased are:

- A Computer linked Spirometer to help in the diagnosis of patients with breathing difficulties
- A medical fridge
- ECG arrhythmia monitor
- 24 hour blood pressure monitors
- Toy table for children's area
- Oximeters to measure oxygen levels
- Baby scales
- Audiogram for hearing tests

The Group has worked on many varied projects including:

- The reinstatement of the number 10 bus to the surgery after the bus company cut the service.
- We are currently trying to instigate public transport for patients needing treatment at the Physiotherapy Department now transferred from Lister Hospital to Kingsway Leisure Park.
- The Group was consulted on the options for upgrading the surgery telephone system from the patients' point of view.
- Group members attend meetings of NHS Hertfordshire and the Board Meetings of East & North Herts NHS Trust, and were significantly involved in the consultation on the reconfiguration of Lister and QE11 Hospitals.
- In 2010 the Group received a letter of appreciation from the British Medical Association for their work in providing 5 pages of information of what matters most to patients.

- Last summer the Group researched how the proposed Summary of Care system would affect patients and expressed their concerns to the PCT.
- The Government proposed to stop GPs having a pharmacy at their surgeries, and the Group put their views forward and were delighted when the Government changed their mind.
- We supported the surgery in their quest to expand the premises and when this was initially not agreed the Group met with the Member of Parliament and PCT to strongly express their views. The hard work of the Group was rewarded when the expansion was finally agreed.
- The Group has worked with the surgery to design a survey to gain the views of our patients for future use in responding to Government assessment of the surgery. The Government survey is based on responses to a form sent out centrally by the NHS to selected patients, some of whom are fortunate enough not to need the services of their GP too often. Forms which were not returned had detrimental effects on the funding provided to the surgery to spend on patient care. The Patient Group are trying to gather as much information as possible to reflect the views of the majority of patients and to help shape priorities for services in the coming years. A copy is included in this Newsletter and the Group would be very grateful if you complete this and return it to reception or via the post box in the lobby. Further copies can be provided at reception.

The higher the patient satisfaction scores, the higher the level of support will be available to provide even better medical services to the patients.

"Patient Liaison Group at forefront of patient care"

"Please complete our patient satisfaction survey (enclosed)"

"We continually need new members to give us a broader cross section of our patient population. If you would like to join us please leave your details at reception"





King George Surgery
135 High Street
Stevenage
Herts
SG1 3HT
Phone
01438 361111

We're also on the Web!

See us at:

www.kinggeorgesurgery.co.uk

NHS Direct Helpline
0845 46 47

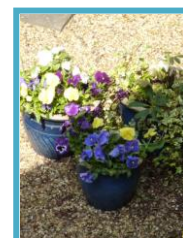
Out of Hours
Between
6.30pm - 8am
03000 333 333

A Day in the life of a Practice Manager - Gill Nicholson

I am responsible for managing the smooth running of the practice. On arrival I ensure that the phones are being answered promptly and there are no problems at reception. We have an experienced team of receptionists who do a difficult job very well. On reaching my office I check and deal with emails and make phone calls (on this particular day) to:

- Patient Partner (our new automated telephone appointment booking line) to request an engineer to tweak the system
 - Lister hospital regarding our service which allows us to request blood tests electronically
 - Telephone supplier to request a slight change to the system
 - Gas Board - two radiators are not working and a patient has complained that the nurses' hands are cold!
 - Computer supplier - arrange training for on-line appointments
 - Locksmith - the back door is not shutting properly (he advised WD40 in the interim which worked!)
 - ✿ Meeting with senior receptionist to sort appointments, rotas, staff matters
 - ✿ Check and deal with my incoming post
 - ✿ Liaise with senior practice nurse to look at new protocols
 - ✿ Meeting with doctors to look at our new website design
 - ✿ Answer phone call from another local surgery regarding 'extended opening hours'
 - ✿ Send claim to the Primary Care Trust for enhanced services that we provide
 - ✿ Organise staff appraisals and training requirements
 - ✿ Liaise with our Patient Liaison Group regarding a patient satisfaction survey which they have helped devise
 - ✿ Read correspondence about GP Commissioning in the new White Paper "Liberating the NHS" and circulate to the doctors before going home
- King George Surgery currently has 14,800 registered patients, 8 doctors and 27 members of staff.

Registering for Online Appointment Bookings and updating your telephone number



- I would like to register for Vision Online Appointments
- I would like to update my telephone number

Forename: _____

Surname: _____

Date of Birth: _____

Telephone/Mobile Number: _____

E-mail address:

