

July 2007

WMC News

Welcome to the first edition of Wellington Medical Centre's newsletter for patients - WMC News. I hope you will find the content useful and interesting. I plan to issue a newsletter on a regular basis perhaps quarterly or half yearly, so if you have ideas about what you would like to see in future editions, please let me or the Patient Group know.

Lydia Daniel-Baker, Practice Manager

Patient Group

WMC now has a Patient Group made up of patients from both practices at Wellington Medical Centre. The group was established to:

- Provide a forum for consultation and feedback on changes within the Medical Centre affecting patients;
- To act as "critical friends";
- To improve communication with patients;
- To provide health information for patients.

Information relating to the Patient Group, (including minutes of meetings), can be found on the repeat prescription table in the reception.

There is also a comments box for you to leave messages or comments for the Patient Group should you wish.

The following Patient Group members are also happy to be contacted directly by Patients:

Valerie Byrne (Chairman)
01823 667007

Hugh Dalzell (Vice-Chairman)
01884 849255

Surveys, Surveys, more surveys

Firstly, a big thank you if you took the time to complete one of the many recent surveys that have been undertaken. We may think we know how we are performing but rely on your feedback to find out for real.

In House Survey

During January, for the third consecutive year, we conducted a survey ourselves. Overall the results of the survey were very positive, with both practices scoring "good" or above in all areas. The highest scores were recorded for questions "About the doctor". As the results were so positive it is quite difficult to identify areas of dissatisfaction. However the following areas scored the lowest for both practices (even though the scores were still very good)

- Telephone access
- Waiting Time
- Ability to speak to a practitioner on the telephone
- Reminder systems
- Complaints and compliments
- Opening hours satisfaction

Additional areas for Dr Rickard & Partners only:

- Ability to see a practitioner of choice

July 2007

- Ability to see a practitioner within 48 hours
- Ability to gain second opinion

An action plan addressing these issues has been drawn up for the next two years.

National Surveys

In addition to the in house survey, during the last year two national surveys have been undertaken, the first relating to Access and the second to Choice. The satisfaction rates scored for WMC are given below:

<u>Access</u>	<u>Bevan</u>	<u>Rickard</u>
Telephone Access	77%	83%
48 Hour Access	90%	90%
Advanced Booking*	52%	70%
See specific GP	92%	89%
<u>Choice</u>	100%	100%

Apart from Advanced Booking the results were very pleasing. The lower satisfaction rate for advanced booking could be due to:

- Patients not knowing that they can book in advance;
- Patients wanting to book an appointment in advance and not being able to get one.

The procedure for booking an appointment is clarified below, and we will continue to monitor the demand for appointments, to ensure enough are being provided.

Booking An Appointment

Booking In Advance

Appointments are usually available to pre-book with your chosen doctor up to a month in advance.

Booking On The Day

You may ring in on the same day you wish to see your doctor. However, it can

be difficult to get through early in the morning, when the lines are busy and you are trying to get to work/school. It may therefore be worth trying later in the day, as there are often appointments free in the afternoons.

Telephone Consultations

As an alternative to an appointment, you may be offered a telephone consultation. These work well for advice, medication follow ups etc.

Return calls are usually made at the end of surgery, except in emergencies. It helps, therefore, to leave a contact number and to give the Receptionist brief details of the problem so that calls can be prioritised.

Urgent Problems

If you have a genuinely urgent problem, a doctor will always be available to see or speak to you. This may however be the duty doctor rather than your usual GP.

If You Are Having Problems Making An Appointment

Please remember the Receptionists are only working to a protocol. If they are unable to accommodate your request, ask to leave a message for the doctor. The doctor will return your call, assess the problem and, if necessary, organise a mutually convenient appointment.

Old Magazines

Do you have any old magazines that you no longer require?

If they are in good, clean condition we would appreciate receiving them for our waiting rooms.

We are particularly short of magazines for men.

July 2007

GP Availability

The GPs normal days of work are given below. From time to time there may be a need for a GP to work at alternative times.

GP	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr Bevan & Partners										
Dr Bevan	✓	✓	✓	X	✓	✓	✓	✓	✓	✓
Dr Wynne	✓	✓	✓	✓	✓	✓	✓	X	✓	✓
Dr Michaels	✓	✓	✓	✓	✓	✓	✓	X	✓	✓
Dr Porter	✓	✓	✓	✓	X	X	✓	✓	✓	X
Dr Bett	✓	✓	X	X	✓	X	✓	✓	X	X
Dr diMambro	X	X	✓	✓	✓	✓	X	X	X	X
Dr Rickard & Partners										
Dr Rickard	✓	✓	✓ *	X	✓	✓	X	X	X	X
Dr Jennings	✓	X	✓	✓	X	X	X	X	✓	✓
Dr Edwards	✓	✓	✓ *	X	✓ *	X	✓	✓	X	X
Dr Griffith	✓	✓	X	X	✓	✓	✓	X	✓	✓
Dr Gailey	X	X	✓	✓	✓ *	X	✓	✓	✓	✓

* Available on alternative weeks only

Wellington Medical Centre Redevelopment

Confirmation has now been received that Planning Consent has been granted on our application to build a new Medical Centre at Trinity Farm off Mantle Street.

There are many more hurdles yet to jump, but you will be kept informed as the project progresses.

Touch Screen Check In

In response to patient comments regarding the time Receptionists take to answer the telephones, two touch screens have been installed in the Reception Hall. Patients with an appointment can check in using the touch screens, reducing the queues at

the Reception desk, particularly first thing in the morning, which enables the Receptionists to answer the telephones more promptly.

The Touch Screens are simple to use, with just a few preset buttons to press so please try the system out or ask a Receptionist for a demonstration.

If you have difficulty using the Touch Screens or simply do not wish to, then the Receptionists are still available to check you in for your appointment.

Complaints Procedure

We aim to provide the best service possible. However, there may be occasions when you feel this has not happened. If you are unhappy with the

July 2007

treatment you have received, we would like you to tell us when this occurs.

If you are not happy with the way a doctor, nurse or member of staff has treated you, tell that person at the time at the time of the event, if you can.

If your problem cannot be sorted out in this way and you wish to make a complaint, please do this as soon as possible, ideally within a couple of days, but certainly within six months of the event, or within six months of realising that you have something to complain about.

To make your complaint, please visit, phone, write to or ask to speak to the Practice Manager, Lydia Daniel-Baker.

Complaints will be dealt with swiftly, so you will normally receive a response within 14 days, although occasionally, enquiries may take a little longer.

Your complaint will be accorded the same level of confidentiality that applies to all your business with the Medical Centre.

The fact that you have made a complaint will not be entered on your clinical record.

Drinking Water

Drinking water is now available for patients in the Treatment Waiting area.

Please dispose of any unused water sensibly and not leave it lying around. A bin has been provided to dispose of the plastic cup.

If providing water creates any inconvenience for other patients, or

staff, this facility will need to be reconsidered.

Website

Wellington Medical Centre now has a web site.

www.wellingtonmedicalcentre.co.uk

This is packed with information and includes an on-line repeat prescription order form.

We are keen to hear your views on the website and your suggestions for other things that could be included.

Staff Changes

We have recently welcomed two new staff to the team. Bernie Campbell who has joined the Reception Team and Andy Roy who is job sharing with Jane Plant as Admin Officer with responsibility for IT and Data Management.

Remember.....

NHS Direct: are able to give advice 24hrs a day. Tel no 0845 4647 or web site www.nhsdirect.nhs.uk

Community pharmacists: can also be of great help regarding minor ailments and medication queries. Some pharmacists can now prescribe antibiotics for things like urine infections and conjunctivitis, and can provide emergency contraception.

July 2007

Health Promotion

Heart Disease & Omega-3s

Omega-3s are “healthy” fats, which protect the body against Heart Disease, by helping the heart to beat more regularly, reducing the stickiness of the blood, making it less likely to clot, and protecting the arteries, which carry blood to the heart, from damage.

Oily fish like herring, kippers, mackerel, pilchards, salmon, sardines and trout provide a very good source of Omega-3s.

People with Heart Disease should aim for 2-3 servings of “high” Omega-3 fish per week, and to help prevent Heart Disease aim for at least 1 serving (where a serving is roughly 100g or 4 oz of fresh, frozen or smoked fish, or 1 small tin of canned fish).

If you do not eat fish small amounts of Omega 3 fats are found in plants such as rapeseed, walnut and soya oil (use sparingly), dark leafy vegetables, cereal products, soya beans and tofu, walnuts, pecans, peanuts, almonds and linseed.

Meal Ideas high in Omega-3s:

Sandwich/Jacket potato fillings:

- Canned pilchards or mackerel in tomato sauce
- Canned salmon in low fat salad cream
- Flaked mackerel, chopped cucumber, lemon or lime juice
- Canned sardines in spicy tomato sauce
- Mackerel, salmon or tuna pate

Main meals:

- Steamed salmon, salad and new potatoes
- Baked trout with vegetables and a jacket potato
- Grilled peppered mackerel with pasta salad
- Salmon/tuna fishcakes with baked beans and mashed potato
- Stir fry noodles with salmon, tuna or tofu
- Salmon and white fish pie (potato topping)
- Pasta with walnuts and soya beans in a tomato sauce
- Pasta with a tuna and tomato sauce
- Risotto with smoked mackerel or unsalted peanuts
- Pizza with sardine or pilchard topping
- Fish curry
- Barbecue sardines (if it ever stops raining!)

Don't forget kippers for breakfast!
