

Newbridge Surgery

Patient Newsletter

Spring 2010

2010 Patient Survey

Thank you to all our patients who took time to respond to our patient survey which is administered nationally by MORI.

405 questionnaires were sent out by MORI and 213 were returned completed

We are very pleased that our score was higher than the Primary Care Trust average, Strategic Health Authority average and National average in the majority of indicators:

- Able to see a doctor on the same day or next 2 days the surgery was open
- Able to get an appointment with a doctor more than 2 days in advance
- Ease of getting through to the surgery on the telephone
- Satisfaction with opening hours
- Satisfaction with overall care received at surgery
- Ease at getting an appointment with a Practice Nurse
- Had discussions with a doctor or nurse about how best to deal with a long standing health problem

We scored slightly lower than the average in the following 3 areas:

- Patients waiting too long in the waiting room
- Clinicians not giving enough information about how patient should deal with health problems
- Clinicians not fully discussing with patients how best they should deal with health problems

One of the factors which we recognise is linked to these issues is the time clinicians have available for each patient which is generally 10 minutes. We do our best to meet your individual needs in this time as well as trying to

manage patients with complex problems. There is no doubt that this is a difficult balancing act which our clinicians face on a daily basis. We will however be reviewing your feedback with the surgery team in the coming weeks and will seek improvement where possible

Full details of the survey results can be found on our intranet website or the notice board in the waiting room

We are always pleased to hear your comments about our service. We provide suggestion forms at reception or alternatively you can complete a Comment, Suggestion or Complaint form on our website www.newbridgesurgery.co.uk under 'Contact Information'

NHS Services in B&NES

It is important that our patients are aware of the many NHS services on offer in the area and when they should be accessed. A helpful guide is now available via our internet website or alternatively there are copies at the reception desk.

The guide helps you to choose the right service when you need it.

Please ask at reception for more details or visit our internet home page www.newbridgesurgery.co.uk

Sadly, we have said goodbye to Sister Jill Peel who left the practice after 14 years, to go to work for the new community respiratory team. We will miss her greatly and wish her every success.

Sister Liina Haythornthwaite has now joined our team, she is an experienced practice nurse whose main areas of work will be asthma, family planning, travel health and health promotion

Keep It or Cancel It

Please let us know if you no longer need your appointment, in order that it can be offered to another patient. Every month we experience difficulty providing appointments whilst at the same time some people don't attend pre-booked appointments.

Between January and April, **296 patients** failed to attend their appointment.

This represents more than **50 hours** of wasted doctor/nurse time and lost opportunities for other patients.

Please telephone **425820** if you no longer need your appointment.



Smoking Cessation Clinic

Monday, Tuesday and Thursday



This service aims to provide you with the practical support and information about stopping smoking with a trained smoking cessation advisor. This includes advice regarding the various products available such as nicotine replacement and the new drug Varenicline.

If you are a smoker and are interested in quitting, please contact the surgery on 425820 and ask to make a 30 minute appointment with the Smoking Cessation Advisor.

Prescription Requests

We **DO NOT** take prescription requests over the telephone, as directed by BANES PCT



Many drugs have similar sounding names and in order to avoid confusion and errors please either request your order by:

Post

Fax: 447776

via our website: newbridgesurgerybath.co.uk

or

bring in a written request to the surgery.

Swine Flu Alert

If you are travelling to the Southern hemisphere in the summer months, you are advised to have a swine flu vaccination, especially those likely to be in more crowded situations, eg: the world cup.

Please telephone 425820 for an appointment. Your name will be added to a clinic list that will be held in May.

Date to be confirmed

Parking at the Surgery

We are very conscious of the increasing difficulty in parking at the surgery and also the congestion being experienced by local residents.

In an attempt to resolve this situation we have now approached Newbridge Junior School, Cllr Loraine Morgan-Brinkhurst and Cllr Caroline Roberts to explore the possibility of purchasing school land adjacent to the surgery.

Our investigations are at a very early stage but I hope to be able to update you on our progress in the coming months

Choices Website

The surgery is listed as 'Dr Wharton and Partners' on the NHS Choices website.

You can now find out much more about the surgery on www.nhs.uk