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Autumn 2013 Edition 10

Team news

- Dr Hannah Noble returned after maternity leave on 1st July 2013
- Dr Asma Khokhar finished her placement on 6th August 2013
- Dr Dominic Greenyer returned on 7th August 2013 and will be with us till September 2014
- Two new recruits joined in August Olivia Turner in the reception team and Demi Roberts as a cleaner
- Dr Shrinivas Malladi has recently taken paternity leave following the birth of his daughter in September
- Jayne Doras is undertaking her Healthcare Assistant Diploma

Annual Reviews

We have recently implemented a new system to process the annual reviews of those patients with conditions such as diabetes, heart disease, asthma, COPD and kidney disease. From now on you will be invited to the practice to review your health on an annual basis during the month of your birthday. Your written invitation will ask you to contact our reception team who will organise any necessary blood tests that are required in advance of seeing a member of our clinical team.

Patient Participation Group (PPG)

The next PPG meeting is on Wednesday 30th October 2013 from 1pm to 2:30pm at the surgery. All registered patients are welcome to attend the meeting, your input is very important to us. Please contact reception to confirm your attendance.

We published the results of our 2012 Patient Questionnaire on our website and have discussed these results and agreed an Action Plan with our PPG. The Action Plan covers 3 main issues and is detailed below:

Issue	Reason for action	Type of action to be taken
Continuity of regular GPs	<ul style="list-style-type: none">Increased requirement	Recruit two additional salaried GPs
Completion of patient survey	<ul style="list-style-type: none">Decline in total number of questionnaire's completedIncrease in partial completion of questionnaire resulting in 'No response' category	<ul style="list-style-type: none">Investigate criteria for 'No response' by website providerReview questions for 2013-14 and choice of responsesDevise strategy to deliver increase in completed questionnaires by wider spread of patients
Prescriptions	Some patients commented that they had experienced difficulties with the prescription service at the surgery and attached pharmacy	<ul style="list-style-type: none">Invite all local pharmacies to attend PPG meeting to improve communication and generate ideas to improve current systemsReview system and processes with practice team during Protected Learning Time or series of practice meetingsDiscuss issues with PPG and seek assistance with service improvement suggestions and implementing any changes agreed

During the month of October 2013 we are inviting patients to complete another survey which the PPG will review and agree the action plan for next year.