



Dr Mixer & Partners Newsletter

Issue 3: Spring 2016

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The results are in! From the *National GP Patient Survey 2016* (collated from data collected in early and mid-2015). Thank you to the **anonymous individuals** who found the time to complete the survey posted to them by NHS England last year. For those who don't know, the **National GP Patient Survey** is a measure of **patient satisfaction** in all GP Surgeries across England. Across the UK, 2.4 million postal questionnaires were posted to NHS patients nationally. The responses are grouped in terms of **individual practice's** and CCG's (**Clinical Commissioning Groups**) that are stratified by region (for example, we belong to the East Riding Of Yorkshire Clinical Commissioning Group). While there are limitations of the survey, it looks to provide an overview of how well the Practice is doing individually, in terms of region and against the national average. **And it looks promising!** It is important that we measure the success and failures of our GP surgery (and surgeries across England), we can use the report to identify and address issues, whilst realise what we are doing well.

A brief summary...

As a whole, practices across the East Riding of Yorkshire are performing **well above the national average** in terms of patients reporting having a **good experience of their GP surgery**, the **helpfulness of receptionists and confidence and trust in their GP and nurses**. In Beverley we belong to a cluster of surgeries that are out-performing their cousins in other regions. At Dr Mixer and Partners it is encouraging that according to our patient responses, our surgery generally exceeds the national average in most areas of study. Areas in which Dr Mixer and Partners do not exceed the national average include experience of making an appointment, the ease of getting through to somebody on the phone and our opening hours, however this is echoed by most surgeries in our region. We must also remember that the surveys were collected early last year, and positive changes have been made since!

SURGERY OPENING TIMES

MONDAY 8am – 6pm

TUESDAY 8am – 6pm

WEDNESDAY 8am – 6pm

Please note we close for training on WEDNESDAYS

between 12.45 – 2pm

THURSDAY 8am – 6pm

FRIDAY 8am – 6pm

SATURDAY 8am – 10am (unless stated otherwise)



What your National GP Survey might look like

Of course there are shortcomings of the survey. The data is anonymous ticking of boxes and there is nowhere for you to write your suggestions which could exclude important detail for us to work with (to tackle this problem, we have attached the Friends and Family Test feedback form for you to let us know in your own words your suggestions). Also the response rate for the surveys is fairly low. For Dr Mixer and Partners, just 54% of surveys distributed were returned (that's 5 in 10), so it is difficult to assume all of our patients think this way.

It will be interesting to see what changes we can implement to improve results further for next year's Survey (including response rate), working with patients and the Patient Participation Group. The Survey is likely to be posted at the beginning to middle of 2016, we would be grateful if you could complete it to give us an accurate reflection of your views with in NHS England.

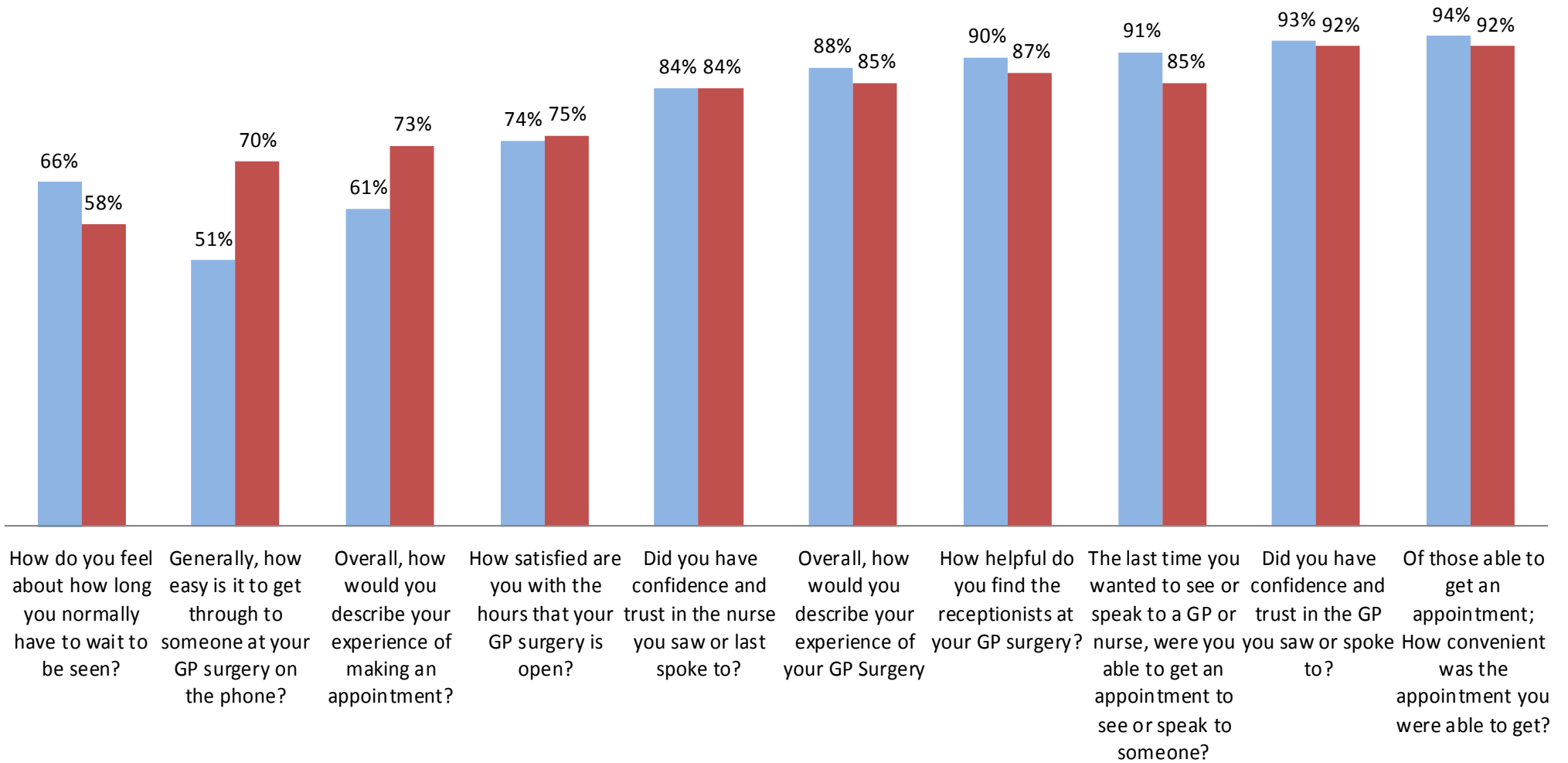
To find out more

You can visit the website <https://gp-patient.co.uk/> to see the results of your practice, or compare them against other practices. Please find overleaf a summary graph of Dr Mixer and Partner's performance.

Please visit our website www.oldfirestationsurgery.nhs.uk

The National GP Survey - Dr Mixer and Partners, where responses are positive

■ Positive Response ■ National Average



****Prescription Request Answerphone****

We wish to apologise for technical issues with our repeat prescription answerphone over recent weeks. We wish to advise that with immediate effect we will **no longer** be accepting prescriptions by answerphone. You can still call the surgery number (01482) 862236 between 10:30-12:30 and 14:30-16:30. Alternatively, you can also order in person, through your regular pharmacy, online (please enquire for registration information) or you can drop in the completed repeat ordering sheet from your last prescription. Please remember to allow 2 working days for the processing of repeat prescriptions.

Book your next appointment online!

A reminder that you can now book your appointments (and order repeat prescriptions) online! Ask at the front desk for more details.

Med School

Thank you to the many volunteers that have put their names forward to participate in **Med School**. We are a training practice, and occasionally have **1st and 2nd Year students** participate and observe in GP Practice. For the students to get the best out of their experience, we have created a register of patients that are willing to be called upon to participate in **Med School**, depending on the subject for that week. This involves the GP inviting you to the surgery for the students to **observe and ask questions**, and greatly prepares them for their studies.

If you would like to volunteer and are willing to be contacted when a relevant topic arises, please email us with your **name** and **contact details**, and a list of mild to chronic conditions that you are happy to discuss to;

ERYCCG.medschool-ofs@nhs.net

Are you a carer? <https://www.gov.uk/carers-uk>

Please let us know if you are a **carer** (or if you have a **carer**) so that we can code this appropriately on our records. A carer is anyone who provides unpaid help and support to relative or friend who is seriously ill, disabled or unable to cope alone. For instance you might be on hand 24 hours a day to provide care, arrange hospital appointments for someone, drop round each day to keep someone company or cook their dinner. From a GP Practice perspective, please ensure we have **written consent** from the patient if you are to discuss their medical welfare, collect prescriptions on their behalf and allow you to be a carer.

Planning your 2016 holiday?

*Passport, check. Sun Lotion, check. **Travel Vaccinations?*** Don't forget, some places require you to have the relevant vaccinations for your own safety when travelling to foreign countries. Most of the time your holiday provider will outline the **risks of specified countries you venture to**. At the Old Fire Station Surgery we have **Travel Nurses** that can advise and administer the required vaccinations, we only ask that you give at least **8 weeks' notice** before you travel, to allow our nurses to fit you in conveniently and allow time for the vaccinations to activate. *Better safe than sorry!*

The NHS Friends and Family Test

It is important for us to have a constant stream of feedback to feed back to the NHS (this is posted on NHS choices website). We are also interested in what you think of us as a service, and highlight areas we can improve. You can help us do this by filling out this tear-off below and posting it in the blue box on the reception desk.

THE NHS FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

A little bit about you:

1. What age are you?	0-15		55-64	
	16-24		65-74	
	25-34		75-84	
	35-44		85+	
	45-54			

2. Are you?	Male		Female	
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3. Do you consider yourself to have a disability?	Yes		No	
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4. Are you?	The patient	
	The patient or carer	
	The patient and parent/carer	

Ethnicity:

White	Asian/Asian British	Mixed	Black or Black British
British	Indian	White/Black Caribbean	Caribbean
Irish	Pakistani	White/Black African	African
Other White Background	Bangladeshi	White and Asian	Other Black Background
Other	Chinese	Other Mixed Background	
Would rather not say	Other Asian Background		
Anything Else			

Please Turn Over..

Patient Participation Group 2nd Meeting

The PPG met again on **Thursday 28th January** with a growing number of members. Discussed were potential premises developments put forward by a bid for funding from Practice Manager, Richard Langthorp. Initial proposals include a redesign of some aspects of the building, prioritising **patient toilets**, a **disabled ramp** and a **baby changing facility**, whilst providing space for one, *maybe two*, new **nurse treatment rooms**. As well as a **revamp of the waiting room** there is potential for a **new consulting room** which would provide space for an additional GP, all of which should help with patient appointments.

We are pleased to advise since the meeting that the **toilet area** has been refreshed with a splash of paint, and the **self-check in** screen will soon be replaced which will alleviate queues to reception. We are also proposing to incorporate an **outer lobby** which will provide various benefits, including shelter and a warm air shield from the outside. We must remember that The Old Fire Station, as suggested by the name, was not purpose built for a GP surgery and so it is difficult at times to utilise the space without imposed restrictions. Nevertheless there is potential in utilising indoor space that will make for exciting times ahead.

Are you aware of your 'named GP'?

NHS England has announced that all patients are to be assigned a **'named accountable GP'** to endorse the important *personal link* between GP's and patients and *promote continuity of care*. You will have been assigned a named accountable GP; however this is *not necessarily* the GP you see the most, nor does it have to be the GP who signs your prescriptions. You can **contact reception** to find out who your named GP is, or change it to your preferred doctor if wanted; it is just a click of a button.

Join the conversation – join the PPG!

It would be great to encourage **younger members** of our surgery to join the discussion at the Old Fire Station, meetings are quarterly and usually in the evening. The **Patient Participation Group** aim is to promote co-operation between the Practice and the Patients to the benefit of both. Membership is open to all patients of Dr Mixer and Partners from both the main surgery and the Samman Road branch surgery. It is *your channel* to express your ideas and help us provide the best service for you. Pass your details to a receptionist (name, tel & email) or email ERYCCG.OFS-PP@nhs.net with your name and address and they will ensure you are contacted prior to the next meeting.

Communication by text

We are looking to set up a **texting reminder system** for appointments and possibly other reminders within the Practice. We will only be able to use this system if we have your **mobile numbers** and would appreciate if you could provide your current mobile number and advise any future changes. More information will be made available once our new system is installed.

USEFUL NUMBERS

OLD FIRE STATION.....	01482 862236
SAMMAN ROAD SURGERY.....	01482 882281
SPINKS CHEMIST.....	01482 882562
CASTLE HILL.....	01482 875875
HULL ROYAL INFIRMARY.....	01482 328541
EAST RIDING HOSPITAL.....	01482 886600
SPIRE HULL AND EAST RIDING	01482 659471
MINOR INJURIES (BEVERLEY)	01482 336433
SINGLE POINT OF CONTACT.....	01482 301701
PHYSIO DIRECT.....	01377 208300

THE NHS FRIENDS AND FAMILY TEST (continued)

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?					
Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☺		←————→		☹	?
Thinking about your response to this question, what is the main reason why you feel this way?					

Thank you for completing the Friends and Family test and providing us with feedback to improve our services. If you DO NOT wish your anonymous comments to be shared then please tick here: