

# Newsletter

March 2015

## Practice Update

Both Dr Lynch and Dr Isaac will be taking 24 hour retirement this year, which means that they will be away from the practice for one month, before returning to the practice, but on reduced times.

Dr Isaac will be away from the practice from the end of March until the beginning of May, when he will return, working only on Mondays all day, Tuesday mornings and Wednesday mornings.

Dr Lynch will be away from early May until early June, when he will return working Wednesdays all day and Thursdays all day only.

Please note that, as a temporary, transitional measure, during the months of April and May (starting week beginning 30<sup>th</sup> March 2015), when Dr Isaac and Dr Lynch are off work, the practice will be offering **routine appointments** on an "On The Day" basis, which means that patients should contact the practice either by telephone or online, on the day they wish to be seen in order to obtain an appointment.

The practice will still continue to offer the early morning appointments 8 weeks ahead and same day access for those patients who consider their illness to be medically urgent for that day.

Dr Thomas will be returning from Maternity Leave in early June 2015.

## CQC

On Thursday 4<sup>th</sup> December 2014, The Dunstan Partnership was inspected by the Care Quality Commission, using the new inspection methods. We are extremely pleased to announce that the practice passed the CQC inspection, with no areas identified as requiring improvement or any action whatsoever. The ratings were as follows:-

Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Good
Well Led	Good

The official rating for the practice is Good. The report will soon be posted on the CQC website and we would urge all our patients to take a look at the report and the findings.

CQC Website Link:- <http://www.cqc.org.uk/>

In the search box, type The Dunstan Partnership and you should be taken directly to our report.

## **IPSOS MORI Patient Survey**

The results of the latest National Patient Survey were published in January 2015.

We are happy to report that the results show that 75% of those surveyed, found the experience of making an appointment at the practice either very or fairly easy and 95% considered the appointments convenient.

Other important results were as follows:-

95% of those surveyed found the reception staff helpful.

46% of those surveyed have a preferred GP but 50% don't.

93% of those surveyed booked their appointments by telephone, 26% in person and 7% online.

The report will be published on our practice website very soon and the results will be discussed with our Patient Participation Group at the next meeting in March 2015.

## **GP Appointments**

We would like to remind patients that demand for appointments has increased at the practice, as it has nationally. However, in a survey undertaken by Bolton Clinical Commissioning Group, the practice was found to be the second most accessible practice for appointments in the whole of Bolton.

We would like to reassure patients that we always see children on a same day basis and we also see adults with a medically urgent problem on the same day.

When contacting the surgery, you will always be offered the next routine appointment and you should let the receptionist know if you feel you need to be seen sooner for a medically urgent problem.

If you are offered an appointment for a medically urgent problem, you will be expected to attend at the time offered. If this means taking a child out of school/nursery or leaving work, then this will, unfortunately, have to be the case. With a list size of over 10,500 patients, we cannot always accommodate everyone's schedules, where medically urgent appointments are requested.

## **Telephone Access**

From the 1<sup>st</sup> April 2015, the practice will start to answer the telephone from 8.00 am, rather than from 8.30 am each working day. The practice will continue to be open all day on Wednesdays but this will now include telephone access on Wednesday afternoons from 1<sup>st</sup> April 2015.

We would like to highlight the fact that we will have a limited number of admin staff answering the telephones during certain times each day and, therefore, you may be in a queue for a longer period at these times:-

8.00 – 8.30 am	(due to staggered staff starting times)
12 noon – 2.00 pm	(due to staggered staff lunch hours, with only half the staff available)
4.30 - 6.30 pm	(due to staggered staff finishing times)

We have eight full time administrative staff employed at the practice and we need staff cover from 7.15 am until 7.00 pm each working day. This means that we cannot have a full complement of staff answering the telephone during **all times** of the day. We would be grateful for your patience and understanding, and hope that you will be considerate of this when telephoning the practice.

We do, of course, give priority to our home visit / emergency telephone line, which should not be used by patients for routine matters. **Anyone ringing on this line for non-medically urgent matters will be asked to ring back on the correct number.**

### **Patient Online Services**

We've been promoting our online services for quite some months now and over 1000 of our patients now order their prescriptions and make their appointments online. This service is also available using a mobile telephone app, so patients are also able to order their prescriptions and make, check and cancel their appointments on the move!

Some patients, however, are yet to **fully** register for these services, by bringing in their ID to complete the registration process, which will limit the online services they can use. We would encourage you to come in and complete the process if you have yet to do so.

From the beginning of March we have started to text test results to those patients who have signed up for this service. This will save patient time contacting the practice for their blood tests and other test results. We would, however, like to remind those patients who have signed up for the text results service, to make sure they keep the practice up to date with their mobile telephone numbers.

Later in March, we will be giving patients online access to limited parts of their medical records. Patients who would like to register for this service will need to contact the practice for details on how to apply.

### **Repeat Prescription Ordering Process via Pharmacies**

We would like to highlight some issues in the way we currently accept and deal with pharmacy orders for repeat prescriptions and the changes planned for this service from March 2015.

Patients who have made arrangements for pharmacies to order their repeat prescriptions should, from 1<sup>st</sup> March 2015, receive a telephone call from the pharmacy, each time their repeat prescription is due for ordering, to check which items the patient requires.

All pharmacies are now required to confirm to the GP practice that they have contacted the patient by signing and stamping the order with their pharmacy number. All patients will receive an information slip giving full information about why these measures have been put in place and details of the processes involved.

We would like to thank all patients in advance for their co-operation in this matter. This process should reduce medication waste and, thereby, save the NHS a substantial amount of money, which could be used for patient care where it is needed.

### **Bank Holidays**

The practice will be closed on the following days:-

Friday 3<sup>rd</sup> April 2015  
Monday 6<sup>th</sup> April 2015

Good Friday  
Easter Monday

Monday 4<sup>th</sup> May 2015  
Monday 25<sup>th</sup> May 2015

May Day  
Spring Bank Holiday

Should you require urgent medical attention on any of these days, please contact us on 01204 463737 or ring 0161 763 8940 for our OOH Service.

