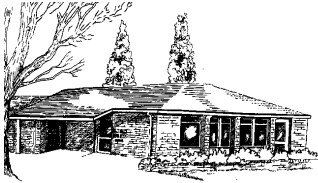


Menston and Guiseley Practice Newsletter



APRIL 2009

The Practice is committed to the promotion and delivery of high quality, effective family health care to all our patients in a modern, friendly environment

AN IMPORTANT MESSAGE FOR YOUNG PEOPLE

As part of our commitment to the promotion and delivery of family healthcare to all our patients, the health and wellbeing of young people is a special interest to our Doctors and Nurses.

Many young people fear that their consultation with a clinician will not be confidential. Such a fear is unfounded. Patient confidentiality is of the utmost importance to us all. You have a right to keep your personal health information confidential between you and your Doctor or Nurse. Information given either to Doctors, Nurses, or Receptionists will be treated as confidential, and will not be divulged to others (including other members of your family) without your express permission. This applies to everyone over the age of 16 years and in certain cases to those under 16.

Here are some of the services on offer.

- ✓ General health advice on smoking, alcohol, drugs, diet and exercise.
- ✓ Teenage health checks
- ✓ Contraception (including: emergency contraception, coil and implant fitting)
- ✓ Chlamydia screening
- ✓ Minor injuries and illness

If you are a teenager, what are your likes and dislikes about this Practice? We should like to consider your ideas for making the practice more teen-friendly. Please use the suggestions box or speak to one of the staff.

OUR PROMISE TO YOU

We guarantee that you can see a Doctor within 24 hours (week-days). Just come to the Medical Centre before 10.15 in the morning.

Few other Practices offer this level of service. Furthermore, our appointments books are prepared for up to six weeks ahead (and sometimes longer). You are asked to remember this if called upon to by outside agencies carrying out a survey on the Practice.

PATIENT SURVEYS 2008

A big thank you to all patients who completed a Practice survey questionnaire last summer. The results were discussed at length by the Doctors and staff. It is clear that many of our systems and services are well liked by most patients. We are very conscious that Doctors could offer more appointments if we were to do away with the open surgeries each morning. However, most patients like the system of open surgeries and therefore these will remain. We shall introduce the following in 2009:

- Establish, for a trial period, a system for booking appointments 'on-line', in order to reduce the amount of calls that have to be made to the Medical Centres.
- Install rolling information screens at each Medical Centre for the quick dissemination of matters of interest.
- Set up a Practice Patient Group.

KEEP IT OR CANCEL IT

One of the most common complaints by patients about the service this Practice tries to provide for its patients is the difficulty they experience in trying to get an appointment. The main reason for this is that some patients, who make an appointment, fail to turn up for it and then have to make a second appointment, thereby using up two appointment slots. For this reason the Practice has had to introduce a strict policy for patients who fail to attend. If you cannot attend your appointments for any reason please let us know as soon as possible, so that we can offer the appointment to someone else. For our part we shall do our utmost not to keep you waiting.

PLEASE KEEP IT OR CANCEL IT

Patients who repeatedly fail to attend appointments may be removed from this Practice list and will have to find another Doctor

HOW DOES CHOOSE AND BOOK WORK?

Choose and Book is a new service that lets you choose your hospital or clinic and book your first appointment. When a patient accepts the Doctor's advice that a specialist opinion is required, the Choose and Book application linked to the Practice's

clinical computer system generates a unique booking reference number (UBRN). This number allows the patient to use various methods to consider their choice of provider and then book an appointment.

What does the patient have to do?

To book an appointment, you will need an appointment request letter generated by the Doctor in the surgery. This letter shows the unique appointment reference number (UBRN) and the list of hospitals/clinics available to choose from. The GP will discuss the choice of hospital with you and also give you a password. Both the password and UBRN are needed to make an appointment.

There are several ways an appointment can be made:

1. The appointment can be made via the GP or another member of the practice team.

2. You can telephone the Choose and Book appointment line 0845 60 88 888.
3. You can book the appointment on the internet at www.nhs.uk/healthspace (click on Choose and Book)—to log in. Year of birth, UBRN and password are needed.
4. You can telephone the hospital staff at the hospital/clinic with which you want to make the appointment.

Once the appointment is booked, the patient receives details of the hospital/clinic they have the appointment with, the date/time of the appointment, and any special instructions about the appointment (e.g. not eating or drinking beforehand). The patient can later change or cancel the appointment, if needed, using the same procedure. For further useful information, visit www.chooseandbook.nhs.uk



Patients Forum 7th January 2009

Dr Kenneth and 12 patients of the Practice held the first Patients Forum on 7 January 09. Having established the Group's terms of reference, a number of issues were discussed and the following are just a few of the subjects covered:

- Improving the access for some patients with the opening of the spring loaded front surgery door
- Blood test results and whether a visit to the doctor is required after test, and if fasting is required prior to the test
- Health visitors attendance at toddlers groups in Menston
- Concern about an article on the Practice web site on polyclinics and possible dangers to practice funding
- Difficulties in hearing names called by doctors in both surgeries
- Music on the Practice public address system - would other types be more suitable and is the sound level on the system too high?
- Phone calls to doctors for advice, what is the situation?
- The sometimes difficult problem of pushchairs in the surgeries

It was clear that a group of this type could pass on suggestions and sometimes complaints. It was also clear that such a group could effect some changes and perhaps make available extra information about certain procedures and available services within the Practice to others. It would be possible for a patient to pass on his or her suggestions by word of mouth to the members of the forum.

Since the meeting the following have been implemented.

- Door bell placed at front entrance so that help with the door can be requested from Reception
- Instructions for fasting blood tests are now given to patients
- There will be a more pragmatic approach to pushchairs in the surgery when the surgery is not busy
- More comfortable seating in the waiting areas



2009 TARGET	14 May 09	18 Jun 09
	16 Jul 09	17 Sep 09
	15 Oct 09	19 Nov 09
PARK ROAD AND MENSTON MEDICAL CENTRES WILL BE CLOSED FOR STAFF TRAINING ON THE ABOVE DATES		

You can now book/cancel appointments, or order your repeat prescription online. Visit our website at:
www.menstonguiseleypactice.co.uk