



LUDHAM AND STALHAM GREEN SURGERIES NEWSLETTER



Welcome to our Spring newsletter.



New Service - Access Online

Not everyone can access the Surgery during our normal opening hours. Patient Access helps by letting you check, book or cancel your

appointments and order repeat medication over the internet. This service is available to all patients with internet access. All you need to do is speak to Reception to get your user name and password, then you can start using the Patient Access service! Bring one piece of photographic identification then we can register you immediately and issue you with the pin codes and passwords you need to log into the system. You will be given step by step instructions about how to register online and use the service. It is a very intuitive and user friendly system and it is completely free of charge.

Patient Satisfaction Questionnaires



From time to time we carry out surveys to monitor and improve our services to you. You may be asked to complete a questionnaire about a consultation you had with a doctor that day at the surgery.

This patient satisfaction questionnaire, or PSQ, is a compulsory part of the appraisal process that all doctors undertake each year. The questions try to look at what you feel about how the doctor dealt with your problem from different angles.

The results are fully anonymised (cannot be linked to you) and are used by the doctor and an external appraiser to help evaluate that doctor's performance and ensure that it meets a satisfactory standard.

We are always very grateful when you agree to take part in a survey, whether the PSQ or any other, as the feedback is invaluable in understanding what we do well and what we could improve, both as individuals and as a practice.

Please be reassured that whether you choose to fill in a survey or not will not affect your care and no record is kept of your response that can be traced back to you.

Thank you in advance for your feedback!

Dispensary Survey Results

During November 2013 patients were asked to complete a survey about the service provided by the dispensaries at Ludham and Stalham Green Surgeries. The following results have been collated from the 115 returns received.

	Excellent	Very Good	Good	Average	Poor	% Good - Excellent
The courtesy and professionalism of the dispensers	98	13	3	1	0	99%
The quality of advice given by the dispensers	89	22	1	1	0	97%
Confidentiality at the Dispensary	73	14	6	6	1	93%
The ease of ordering repeat prescriptions	96	2	3	0	1	99%
The time between ordering and collecting repeat prescriptions	81	23	5	2	2	96%

Comments received included:

- *Superb service by all at the surgery*
- *Brilliant team, we are very lucky!*
- *Always helpful, friendly and polite*
- *Easily the best, most courteous and professional surgery I have used*
- *Longer opening hours would be helpful. I currently have to take time off work every month to collect my medication*
- *Ordering very easy now able to leave message on answerphone*

We were very pleased to discover that most patients felt the service they received at the dispensary was either very good or excellent. If you have any suggestions for improvement let us know, or why not join our Patient Participation Group?

Text Appointment Reminder

We have the facility to send a free text reminder to your mobile phone so you need never forget another appointment. Just check at Reception that we have your mobile number and remember to let us know if you change your number.

Farewells and Welcomes



Farewell Dr Claire Blake who left us on 5th Feb 2014 and a very warm welcome to Dr William Ince who joined us the same day.



Patient Participation Group

Join the PPG!

The Patient Participation Group meets for an hour about 4 times per year and helps us to improve the quality of health services we provide. We are always keen to

recruit new members, or you could get involved by becoming a 'virtual panel' member where you may be contacted by email or telephone every now and again to answer a question or two. If you are a patient registered with us and interested in being involved with our Patient Participation Group or the Virtual Panel please contact **Laura Halls on 01692 677031**

Dispensary News Prescriptions

If you are ordering medication or repeat prescriptions **please allow at least 3 working days and wait until after 11am to collect your medication.** This may prevent a return journey as many medications have to be ordered. Extra time is needed if you order on a day that is half-day closing:

Ludham–Wednesday pm

Stalham Green–Thursday pm



Consultants/hospital prescriptions –if you are issued with a prescription at the hospital and you choose not go to the hospital dispensary but bring it to us instead, it make take **up to 7 working days** to fulfil these requests as items often have to be ordered in.

You can order your **repeat prescriptions** from our website: www.ludhamsurgery.nhs.uk

The **answerphones** are:

Ludham – 01692 678102 and Stalham – 01692 584919, or hand-deliver your repeat prescription at the front entrance of both surgeries.

Easter Closing

We will be closed on the following dates:

Friday 18th April 2014

Monday 21st April 2014

All other dates we will be open as usual.



Holidays – are you protected?

Holiday season is approaching. If you are intending to travel abroad please ask for advice about immunisations and malaria

tablets well before you travel. You will be required to complete a travel form ideally at least 6 weeks before you travel to allow enough time for the assessment, ordering of the appropriate vaccines and treatment. Many vaccines have to be administered 4 weeks before travel.

Generous donations

We are very grateful for all of the recent generous local donations towards a new ECG machine:

- £60 from Ludham Butchers
- £200 from pantomime Broadland Hams
- £100 from Rebels Charity Bingo

The PPG is also fundraising for the new ECG machine at Ludham.

“Better Information Better Care”

You may have received a leaflet at home explaining how the NHS intends to use data from GP patient records to plan health services and support research. Following concerns raised nationally by patients and GPs, the Government has delayed this project until the Autumn and the NHS team will be doing more over the next few months to provide the public with more information about the project.



If you wish to restrict your data being used then you can ring us on 01692 677032 or write to the practice “for the attention of Tracey Edwards” and we will make sure your records are not used. If you have further questions or concerns please ring the NHS helpline on 0330 456 3531



“I’m at the doctors!”

May we ask you to be considerate and put your mobile phone on “silent” when you are at the surgery, keeping any conversations to the minimum as it can disturb other patients.

Sorry, we are closed...

Closing the surgery is not something we do lightly, but sometimes we need to bring all our Reception and Dispensary staff together for training or essential staff meetings. We will be **closed** as follows:

12.45 pm to 2.15 pm on the following dates:

21ST MARCH 2014

11TH APRIL 2014

30TH MAY 2014

1ST AUGUST 2014

3RD OCTOBER 2014

5TH DECEMBER 2014

Dates are displayed on Surgery Noticeboards and on our website.



Thank you

A big thanks to all patients who gave us Christmas gifts. Your generosity was most appreciated.

What do you think?

As always, if you have any comments or suggestions for our newsletter, please let us know. Please contact: Laura Halls (Practice Manager) on 01692 677031 or e-mail her at l.halls@nhs.net