

ST MARTINS GATE SURGERY

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HELP US TO HELP YOU

In order to keep the surgery running as smoothly as possible, please remember the following:

Be on time.

If you arrive late for your appointment you **will** be asked to make another appointment. **Please do not be offended by this**; the reason that we do this is so that other patients are not kept waiting if you are late.

If you know you are running a few minutes late and there is a queue at the Reception desk, **please use the check-in screen** as this is much quicker and may get you checked in for your appointment on time.

We are constantly looking at ways to improve our service and we do try our very best to see patients as quickly as possible, keeping to the appointment times given. However, this is not always possible due to the unpredictable nature of health care so please bear with us if there is a delay in you being seen.

It may be you or the person you are with needs a little extra time which unfortunately carries forward throughout the day. Receptionists will always make every effort to keep you informed if there is any particular reason for a delay. **If you have not been called via the screen or called verbally by reception and you have been waiting for more than 20 minutes to be seen, please attend reception.**

Appointment slots.

Appointment slots are for 10 minutes each and normally your Doctor / Nurse Practitioner will only be able to discuss **one** major issue in that time. Not all problems can be addressed effectively, sensitively and safely within an allocated time of 10 minutes. Where you have further issues you may be asked to come back for a further appointment. Please do not expect the doctor to "squeeze in" other members of your family at the same time as this results in less attention being given to each person.

Cancelling appointments.

It is the responsibility of the patient to attend appointments made with the surgery. If you need to cancel an appointment, please inform us as soon as you know that you will not be keeping it so that your appointment can be given to another patient and will not be wasted. We have many wasted appointments each day because patients do not turn up and they do not let us know in advance so that the appointment can be given to another patient.

DNA - Did not attend.

In the month of January there were 223 appointments that were not attended or cancelled. Missed appointments are a serious waste of resources to the NHS and the surgery. Patients who do not attend for appointments are monitored closely. We are actively trying to address this problem by keeping records of missed appointments. Persistent offenders are sent a letter bringing the matter to their attention and may even be removed from our list as a last resort if the situation does not improve.

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Patient Participation Group

Patient Participation Group are still holding their drop in sessions. These are a great way to get your opinion across on how we can improve our services to benefit you, the patient.

Why not pop in, say hello and see if they can help you in anyway. They are available in reception to speak to you on the following dates:

- Tuesday 6th February - am
- Monday 19th February - am @ St Peters

The next Patient Participation Group meeting is being held here on Wednesday 7th February at 5.30pm It's an open invitation to all patients if you would like to attend.



Living with Diabetes

St. Martin's Gate and Haresfield Patient Participation Group would like to invite you to a talk about living with diabetes. This is being held at the surgery on **Monday 16th April, 6:00pm - 7:30pm.** If you are interested in attending this talk, please email the PPG chairman colinmajor@tesco.net

Patients are being asked to adopt a new three-step 'mantra' to help relieve pressures on GP services this winter. The Royal College of GPs' '3 before GP' refers to three questions patients should ask themselves before booking an appointment with their GP:

Can I?

1. Self-care
2. Use NHS Choices or similar reputable websites / resources
3. Seek advice / treatment via a pharmacist



Free NHS Health Check



As we all know, the risks of developing health problems increase with age in both men and women. However, there are also other things that will put you at greater risk. Even if you are feeling well, it is worth having your check now. We can then work together to lower the chances of these conditions developing in the future. After you have had your health check you will be able to discuss the results with either the GP or Nurse to see how we can support you to stay healthy.

Poppy Appeal



Thank you to those who donated towards the Poppy Appeal. The money has now been collected and we have been informed that a total of £69.46 was raised and gratefully received.