



## Patient Newsletter

### New Year Resolutions?

There is no doubt that eating and drinking sensibly, and giving up smoking, are 3 things that can dramatically improve our long term health. Giving up smoking is likely

to be easier if you are supported – you can make an appointment with one of nurses for assistance.

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### New Practice website [www.buryknowle.org](http://www.buryknowle.org)

Please visit our revamped Practice Website [www.buryknowle.org](http://www.buryknowle.org) for up to date information about the Practice, Services offered and latest Health News. You can also register for:-

- Online Appointment booking
- Online Prescription requests

- Online Registrations
- SMS text Appointment reminders
- Email communications (such as this Newsletter)

### Swine flu

Fortunately the number of suspected or confirmed cases has fallen significantly over the last few weeks. Experts advising the Department of Health suggest that there might be a further outbreak in the summer months (as in mid 2009), and also that a version of swine flu might be the dominant version of seasonal flu in the autumn of this year. We continue to hold stock of the

swine flu vaccination, so if you have not yet responded to our invitation for a vaccination for yourself or a healthy child between 6 months and under 5 years old, then if you wish you can make an appointment for one of the vaccination clinics.

**Change of details?**  
Please notify the Practice of changes to your details such as your home address, telephone number (including your mobile number for SMS text reminders) and email address. You can do this using the Appointments online service.

### Parking

The parking area remains busy, and there were some difficulties on occasions last year particularly when swine flu clinics were running. We realise it's less attractive in winter to walk, cycle or use public transport. If you are visiting the dentist (or indeed the counsellor or pharmacist), then we ask that you use the 2 hour parking at the closest ends of Wharton or Ramsay Roads – these are a

matter of minutes away, and that would help to make spaces available to those medical patients most in need of parking on site.

We will be surveying car park usage again soon.



## Patient Satisfaction Survey (IPQ) Results 2009/10

In October we carried out our own annual Patient Survey (Improving Practice Questionnaire or IPQ) to gain your views on the practice, our staff, services and facilities. The questionnaires were handed to all patients attending a routine Doctor or Nurse appointment over a two week period. In total 299 completed questionnaires were collected. We have now received the results and are delighted to report that we have scored very highly.

	National Average (%)	2009/10	BKHC Results (%)		
			2008/9	2007/8	2006/7
<b><u>About the Practice</u></b>					
Q1. Opening Hour Satisfaction	66	70	71	63	66
Q2. Telephone Access	61	61	63	64	63
Q3. Appointment Satisfaction	67	70	71	67	68
Q4. See practitioner within 48hrs	63	<b>63</b>	<b>62</b>	<b>60</b>	<b>58</b>
Q5. See Practitioner of Choice	57	54	58	53	52
Q6. Speak to Practitioner on phone	59	<b>66</b>	<b>65</b>	<b>60</b>	<b>60</b>
Q7. Comfort of waiting room	65	<b>72</b>	<b>62</b>	<b>61</b>	<b>63</b>
Q8. Waiting time	56	<b>64</b>	<b>60</b>	<b>54</b>	<b>55</b>
<b><u>About the Practitioner</u></b>					
Q9. Satisfaction with visit	80	<b>87</b>	<b>84</b>	<b>80</b>	<b>83</b>
Q10. Warmth of greeting	81	<b>90</b>	<b>87</b>	<b>83</b>	<b>85</b>
Q11. Ability to listen	82	<b>90</b>	<b>86</b>	<b>84</b>	<b>85</b>
Q12. Explanations	80	<b>88</b>	<b>84</b>	<b>82</b>	<b>83</b>
Q13. Reassurance	79	<b>87</b>	<b>83</b>	<b>80</b>	<b>81</b>
Q14. Confidence in ability	82	<b>88</b>	<b>85</b>	<b>83</b>	<b>84</b>
Q15. Express concerns/fears	80	<b>87</b>	<b>84</b>	<b>81</b>	<b>83</b>
Q16. Respect Shown	84	<b>90</b>	<b>88</b>	<b>84</b>	<b>87</b>
Q17. Time for Visit	73	<b>85</b>	<b>77</b>	<b>71</b>	<b>74</b>
Q18. Consideration	78	<b>84</b>	<b>81</b>	<b>78</b>	<b>80</b>
Q19. Concern for patient	79	<b>86</b>	<b>83</b>	<b>79</b>	<b>81</b>
Q20. Self Care	-	85	-	-	-
Q21. Recommendations (previously Q20)	81	<b>88</b>	<b>84</b>	<b>81</b>	<b>83</b>
<b><u>About the Staff</u></b>					
Q21. Reception Staff	75	<b>78</b>	<b>77</b>	<b>74</b>	<b>75</b>
Q22. Respect Shown	75	<b>76</b>	<b>75</b>	<b>73</b>	<b>74</b>
Q23. Information of Services	72	<b>77</b>	<b>73</b>	<b>72</b>	<b>70</b>
<b><u>Finally</u></b>					
Q24. Complaints/Compliments	65	<b>70</b>	<b>66</b>	<b>65</b>	<b>64</b>
Q25. Illness Prevention	68	<b>74</b>	<b>72</b>	<b>70</b>	<b>70</b>
Q26. Reminder systems	67	<b>73</b>	<b>69</b>	<b>68</b>	<b>66</b>
Q27. Second opinion / Comp medicine	66	<b>71</b>	<b>67</b>	<b>67</b>	<b>63</b>
<b>Overall Practice Score</b>	72	<b>78</b>	<b>75</b>	<b>72</b>	<b>73</b>

In summary the results show that we achieved:-

Our highest Overall Practice Score since the survey started 5 years ago

Our highest score for 23 of the 27 questions

Above the National IPQ average score for 24 of the 27 questions

Following our recent refurbishment investment project, we are pleased to see that you have noticed an improvement in the general premises environment and particularly with the comfort of the waiting room. Naturally staff are also pleased to see that you continue to value highly their efforts and commitment.

Looking at your comments, and the IPQ Results Table the following areas remain a focus for us:-

**Opening hour satisfaction:** - This static result is a slight surprise to us as we continue to provide extended hours routine appointments on a Tuesday evening and a Saturday morning with both Doctors and Nurses. This has been extremely popular with those who work full time. As a result we have no plans to change these surgeries.

**Telephone access:** - Late last year we took the decision to make a significant investment in a new telephone system. We are currently assessing quotations and ways of funding it, and we trust that the new modern facility will improve your experiences in the near future when you contact the practice.

**Appointment satisfaction, seeing a Practitioner of choice and seeing Practitioner within 48hrs:-** Continuity and good access to your usual Doctor continues to be one of our highest priorities. There is little doubt that the demands of the swine flu pandemic during the second half of last year made getting a routine appointment in reasonable time more difficult. That demand has now reduced significantly, and we expect that you'll see an improvement in waiting times for your usual Doctor. And of course cancellations and rescheduling due to the recent heavy snow have not helped.

Naturally same day emergency appointments with both doctors and nurses remain available, and we ask that you use these for matters that are indeed urgent.

We will continue to promote Doctor of choice, and the Usual Doctor team system – 75% of patients have a usual Doctor recorded in their medical notes, so please let us know if you are not sure that your choice is recorded.

As a reminder we have no restriction on booking ahead— indeed we welcome it and usually ensure that there are six weeks worth of future appointments on screen at any time. Please let us know if you feel restrictions are being placed upon you at any time in this regard.

### Accessing your Usual Doctor

There is a national aim that we should all be able to see any full time Doctor for a routine appointment within 48 hours. We try hard to maintain that target, and we believe that it is desirable that you see your usual Doctor if at all possible and within a reasonable time scale.

With this in mind we detail below what that might mean for you: - for example, Dr Tamsin Griffith works 4 sessions a week on a Monday morning, Wednesday afternoon and all day Thursday. So if one of her patients calls on a Monday afternoon, then Dr Griffith is not at work until Wednesday afternoon. This means that her earliest possible routine appointment could be more than 48hours away, and she may in fact already be fully booked for the Wednesday. We have therefore set internal access targets for each of our Doctors based on their days of working (number of days until the Doctors next surgery plus 48 hours) – which are shown in the last column of the Doctor/Team table below for your guidance. We will continue to work towards achieving these aims for you, and please in turn allow sufficient time when booking ahead for routine matters.

We realise that you are often asked to complete Surveys - we value your time and views, and it is important to us that you complete them. Some of you may shortly receive a copy of the Government's National Patient Survey in the post. We would appreciate it if you could take the time to fill it in. Some of the practice's funding depends on your responses.

Dr	Mon		Tues			Weds		Thurs		Fri		Saturday AM by rotation	Practice Access Target (days)
	A M	P M	A M	P M	6-8P M	A M	P M	A M	P M	A M	P M		
<b>Blue team:</b>													
Dr Tamsin Griffith	✓						✓	✓	✓			✓	4
Dr Emma Fish	✓	✓	✓	✓			✓	✓	✓			✓	3
Dr Kate Johnson			✓	✓		✓	✓			✓	✓	✓	3
Dr Jonathan Crawshaw	✓	✓				✓		✓	✓	✓	✓		3
<b>Red team:</b>													
Dr Justin Amery			✓		✓		✓		✓	✓	✓	✓	3
Dr Sanjay Dahiya	✓	✓			✓	✓				✓	✓	✓	4 (3.5)
Dr Enas Al-Dabagh	✓	✓					✓	✓	✓	✓	✓	✓	4 (3.5)
<b>Green team:</b>													
Dr Louise Rutter	✓	✓				✓				✓		✓	4 (3.5)
Dr Emma Pierce			✓			✓		✓					5 (4.5)
Dr Sarah Chantler	✓					✓	✓			✓		✓	4 (3.5)
Dr Melissa Holden	✓	✓	✓	✓					✓			✓	4 (3.5)

## Chlamydia

Chlamydia is the most common sexually transmitted infection (STI) in the UK. Chlamydia is easily passed on through intimate sexual contact. If you are diagnosed with the infection, anyone you have had sex with in the last six months may also have it. It is important that your current partner and any other recent sexual partners are tested and treated.

It is called the 'silent' disease because most people who get it do not experience any noticeable symptoms. Around 50% of men and 70-80% of women who get the chlamydia infection will have no symptoms and many cases of chlamydia remain

undiagnosed.

The chlamydia infection can be easily diagnosed through a simple swab or urine test and it can be treated with antibiotics. Undiagnosed chlamydia can lead to more serious long term health problems including infertility.

Under 25s can get a free, confidential chlamydia test through the [National Chlamydia Screening Programme](#) or you can pick up a test in the surgery today.

People over 25 can visit their GP or a local GUM (genitourinary medicine) or sexual health clinic to arrange a test.

## Did not attend—'DNA'

On average, 300 booked appointments are wasted each month because patients do not attend.

We will write to all patients who miss appointments. If you miss 3 or more appointments in a given period, we will notify you that further missed appointments will result in your removal from our list and you having to find another GP.

We have introduced an **SMS Text Reminder service** to remind patients of their appointments.

Please advise our reception team of your mobile telephone number if you wish to use this new service and we'll send you a text message to confirm all future appointments and remind you of them.

If you cannot attend an appointment please telephone our reception team on 01865 761651 to cancel the appointment so someone else can use it.

## Staff News

Dr Tamsin Griffith will be leaving us in March to go to Gloucestershire. While we are sad to lose her, we also wish her all the very best for her family life and future career.

Dr Ruth Imrie is returning to look after Dr Griffith's patients.

## Suggestions

We like to hear when we have done well and where you think we can improve.

Please feel free to use the suggestion / prescription box on the left as you enter the waiting room.



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