

## Sidney House and The Laurels Surgeries

Produced by the Patient Participation Group [PPG]

### Message from PPG chairman:

Our aim is to work with the Practice Manager and partners to achieve best outcomes; one goal is how best to access and improve services that works both for patients and Practice; we also act as a critical friend to the Practice by helping to understand what patients think and say about issues. We are basically the link between patients and the Practice.

### The Practice – some facts and figures

The Practice currently covers over 13,000 patients in an area of around 50 square miles. As you can see, it is a large area with many more housing developments in the pipeline and funding is limited.



### Your Surgery – article provided by the practice

As previously communicated, your Surgeries had no choice but to re-structure in 2016 due to the significant reduction in the annual Budget awarded 2016/17. Despite the huge pressure on NHS Budgets with the need for GPs and Hospitals to continue to tighten their belts your Surgeries continue to provide healthcare services at both The Laurels, Boreham and Sidney House, Hatfield Peverel. The Partners appreciate not everyone has been happy with the changes but continuing to run the service as we had done previously was no longer a viable option.

Therefore since April/May 2016:

Sidney House Surgery became the Hub site offering on the day appointments to Patients, whilst The Laurels is used to provide non urgent pre-booked GP appointments only.

Car parking is available (up to 2 hours free of charge) in Hatfieldda Square car park which is accessible from The Street. Patients attending for appointments at Boreham may park in the

surgery car park (subject to availability) or in the residential streets nearby.

Unfortunately since 1st April 2016, the Practice no longer provide appointments outside of their contracted hours of 08:00 . 18:30, Monday to Friday. This means that early and late appointments are no longer offered and our long standing Saturday morning surgery ceased.

If you need non urgent medical assistance outside of these hours, please dial 111. The operator will ask you for details of your problem - depending on the nature of your illness/complaint you will then speak to a Doctor, a Nurse or another Clinician who will assess you.

**In an emergency dial 999.**

The Practice continues to offer Phlebotomy services but please note that **the number of available appointments has had to be significantly reduced**. If you are mobile and able to travel, then we would be grateful if you could make the short journey to one of the following locations to have your blood test taken.

The other locations for blood tests include:

- Broomfield Hospital: 01245 513150
- St Peters Hospital, Maldon
- Christchurch Reform Church on New London Road: 01245 516963
- St Michaels Hospital, Braintree.
- Fern House Surgery, Witham

**Please be assured that the Practice focus remains on providing the highest quality of care and safety of our Patients and continues to look at innovative ways to improve the services provided.**

### Did Not Attends (DNAs)

The Practice always tries to fit patients into appointments as soon as possible but sometimes they have no available spaces.

Imagine the distress then when, every single day, there are spaces they can do nothing about. These are when people book appointments and simply don't turn up.

**In May we had a staggering 222 DNAs** . quite simply about 11 more people could have been seen every day.

PLEASE , if for any reason you do not need that appointment call the practice either on 01245 380324 and select the cancellation line option or send a text to 07594 715982. Even if you need to cancel an appointment for the same day . the practice need to be informed. The appointment

you no longer require can then be offered to other patients who may be desperate to be seen.

If you are registered for on-line services and need to cancel a booked appointment . it is a simple process to cancel on line. The staff will be very grateful to be notified of a cancellation.

Clearly, you would expect the practice to manage this and so, in future, those people who DNA will be written to and regrettably if any Patient DNAs on three occasions in a 12 month period that Patient will be asked to register at another Surgery. May seem hard but it is an unfair and ridiculous situation at present!

### Telephone System

The practice has invested in a new, state of the art telephone system. This system provides the practice with the ability to analyse call data (volume of calls, length of calls, time in queue, etcõ ) in order to help improve the service provided. However, the practice accepts that they still have problems but are working hard to try and ease the difficulty of booking an appointment.

Currently there are 5 operators answering calls on Mondays between 08:00 to 10:30, with 4 operators for the rest of the week.

### Online Access

(This has been taken from an article in the Boreham Village Magazine).

The demand for requesting online access is growing and patient feedback has been positive. Having online access enables you to book appointments and order your repeat prescriptions. Please remember that online appointments are to discuss one problem with a GP. If you would like to discuss more than one appointment or need to be booked in for a specific clinic; please book an appointment with a receptionist either face to face or via the telephone. You will also need to speak to a receptionist to book an appointment for anyone other than yourself.

### Online Prescriptions:

The Dispensary, which works for both surgeries, prepares medication for over 2,000 patients per month, and deals with queries and paper scripts for over 12,500 patients together with dealing with numerous Pharmacies and Care Homes in the area!

Obviously, with this volume, and the paramount need for the utmost safety, we need to have a straightforward process in place and so we would ask all our Patients to keep to these guidelines.

"All requests must be in writing. Telephone requests can so easily be misunderstood and potentially lead to catastrophic outcomes.

"Ideally the requests should be by way of email or by the Surgeries electronic system [www.sidneyhouseandthelaurels.nhs.uk](http://www.sidneyhouseandthelaurels.nhs.uk)

"Alternatively, the %repeat+ prescription form can be handed over the counter or posted through the letter box.

"Please allow a minimum of 48 hours (2 full working days . not including Saturday and Sunday) between the dispensary team receiving the request and your need to collect it. This is to allow time for the Medical team to sign it off and also for the Dispenser to safely prepare it.

If, for any isolated reason this deadline is missed then you can, in exceptional circumstances contact the dispensary, but they cannot always guarantee to meet urgent requests for %repeats+if they feel it would compromise safety. If that happens, then please do not take it out on the Medical team - they are continually trying to work for the benefit of everyone.

### Sources of useful information

The surgeries have recently updated a practice brochure that provides all the information that patients require, including contact details, opening times, names of key staff etc. This can be obtained from reception at either of the two surgeries.

### Making communication easier

It is becoming more important for your surgery to be able to communicate with you via email. It would also enable us to provide you with regular updates to this newsletter. Please can you inform the surgery of your email address, either in writing, or pop into your local surgery to update your records.

### Message from the PPG

The PPG is the interface between patient and the Practice. This is our first newsletter and our aim is to publish quarterly. If any patient wishes to raise any comments, or request items for inclusion in future issues, then please address a letter to the PPG and drop into either surgery for forwarding on to the Committee for consideration.

**Note: This newsletter can be provided in larger print on request (please ask at reception).**