



The Green Street Newsletter

Issue 12 - February 2015

Welcome!

To the latest edition of the Newsletter where we hope to update you with all the latest Practice News.

Out of Hours Survey

The PPG undertook a patient survey during September and October 2014 on Out of Hours (OOH) Services. The results of this survey are now available to read either at the Practice or by following the link below:
[http://www.greenstreetclinic.co.uk/website/G81032/files/Survey results OOH%20Jul-Sept%202014.pdf](http://www.greenstreetclinic.co.uk/website/G81032/files/Survey%20results%20OOH%20Jul-Sept%202014.pdf)

We are always happy to make changes and improvements where we can and encourage all patients to take part in surveys in order to make them as representative as possible.

Friends and Family Test (FFT)

Would you recommend the surgery to your Friends and Family?

The FFT was introduced in 2013 and asks patients whether they would recommend hospital wards, A&E departments and maternity services to their friends and family if they needed similar care or treatment.

The FFT became available in GP practices on December 1 2014 and will continue to expand to other services throughout the year. The aim is for FFT to become available to everyone using any NHS service.

You can offer your feedback for the FFT by completing a response slip during a visit to the practice or by using the following link:

<http://fft.mysurgeryintranet.co.uk/surveys/1288/take-our-survey>

Ebola!

Some patients have commented on the inclusion of the Ebola message on our telephone greeting.

We apologise for this but have taken the decision to publicise this important information as recommended by The Department of Health to remind patients that they should not attend the surgery if they are experiencing the sudden onset of any of the following symptoms after returning from or being in contact with anyone returning from an Ebola affected country.

- * Headache * Fever
- * Diarrhoea * Vomiting
- * General malaise
- * Unexplained bleeding
- * Vomiting * Sore throat
- * Joint or muscle pain

Please inform the receptionist when calling and your GP will call you straight back.



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Frequently Asked Questions about the Automated Booking Service

Why can't more appointments be made available for on the day bookings?

This is because we have to keep a balance and by making more appointments available on the day we would have to reduce the number of advance bookings. The advance bookings are convenient for patients who work and need to arrange time off of work. We regularly review demand for on the day and advance booking requests to make sure we are offering the right balance

Why am I sometimes offered an appointment 10 days away?

This is probably because your GP is on annual leave or away training. In these cases you have the choice of either booking for when your GP returns or phoning when the surgery opens at 8.30 am to see someone else. There is no option to book with an alternative GP as the menu choices would become too complicated and we also have to protect other GPs appointments for their own patients. For continuity of care it is always better to see your own Doctor and if your need is urgent you will always be offered an appointment if you ring us when we open at 8.30am.

Following Bank Holidays we know that demand will be high and so on these occasions we also reduce the number of appointments available to book using the automated system. This is both to protect the GPs and to make sure that any patients with urgent problems are seen without delay.

How do I book an appointment for my day off?

One of the menu options asks if you would like an appointment on a particular day. This option was added two years ago following an earlier survey which patients suggested would be helpful. You need to enter the date of your day off and the system will only look for appointments on that day for you.

When is the best time to ring for the appointment I want?

As a rule of thumb if you need to be seen on the day the best time to ring is after 5.30am on the day you want to be seen. If your need is not urgent or you want to book for a specific day in the future (within the next 3 weeks) you are better to ring during the afternoon or evening when all of the appointments for that day have gone and you will only be offered future day appointments.

Multidisciplinary Educational Learning Events (MELE)'s

The surgery will be closed from 12.30 on the following dates to allow all practice staff to undertake staff training:

31st March 2015 17th June 2015 30th September 2015

If you need to see or speak to a GP during these afternoons please call NHS 111.