



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: SPRING 2016 – ISSUE 45

OPENING HOURS: Monday to Friday, 8.30am to 6.00pm, Tel: 01395 441212

OUT OF HOURS: Dial **999** for life-threatening problems and Dial **111** for non-urgent advice

WEBSITE: www.budleighsaltertonmedicalcentre.co.uk

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CHAIRMAN'S NEWS



The Patient Group Committee and the patients of Budleigh Salterton are thrilled to welcome Dr Brian Taylor to our medical practice and the news that with effect from the 1st April 2016, he will become a Partner of the practice.

Dr Taylor grew up in East Devon and studied post graduate Medicine at Warwick Medical School before continuing his medical studies and practicing at the RD&E and Torbay Hospitals.

Please take the opportunity to give Dr Taylor a warm Budleigh welcome, when you meet him in the surgery.

I would ask all patients to make a diary note of our event on 11th May 2016 at 6.00pm to be held at the Public Hall, Budleigh Salterton when Dr Richard Mejzner will be giving a talk followed by the PPG AGM.

Mark McGlade, Chairman, Budleigh PPG

Patient Group Committee:

Mark McGlade
(Chair)
Lesley Roden
(Vice Chair)

James Birtwistle
Peter Freaan
Robert Harland
Chris Kitson
Ivor Meredith
Michael Rice
Maureen Tregurtha
Richard Waller
Veronica White

Trudy Carter
Richard Mejzner

Deborah Mitchell
(Secretary)

Contact us:

- By post to the Medical Centre
1, The Lawn, B.S.
EX9 6LS
- Patient Group post-box
in the Medical Centre

Dr Richard Mejzner will giving an informative talk on "What the Future Holds for Primary Care"

Wednesday 11th May 2016, Public Hall at 6.00pm

Everyone is invited to attend the PPG AGM. Your support and input is very much needed so please make a note in your diary. New members are always welcome – for information please contact Mark McGlade.

PATIENT PARTICIPATION GROUP (PPG) AGM



FRIENDS AND FAMILY TEST (FFT) 2015

The NHS **Friends and Family Test (FFT)** was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. The test can be accessed via our website or from our reception.

The total number of completed FFT during 2015 was 398 (386 collected through reception and 16 via the website) and 95% of patients advised they would be extremely likely / likely to recommend our practice to family and friends. To the question *“if we could change one thing about your care or treatment to improve your experience what would it be?”* the following responses were received:

75% No comment / no changes required / positive comments - 213 patients left no comment or advised changes were not needed and 57 patients left really positive comments (eg: *“I think the medical centre is first class with the best team of doctors, reception staff and nurses are a great team”, “nothing - it is streets better than I have experienced elsewhere - particularly same day appointment with a doctor”*)

3%	Reception changes / suggestions	2.5%	Waiting times changes / suggestions
2%	Opening times changes / suggestions	9%	Appointments changes / suggestions
2%	Pharmacy changes / suggestions	5%	GPs changes / suggestions
0.5%	IT changes / suggestions	8%	Miscellaneous changes / suggestions

As a result of the comments received some of the changes which have been made are as follows:

- To help with continuity for our patients the GPs now book follow up appointments up to 6 weeks in advance for patients during their consultation. This will take away the pressure from the reception desk during busy times and also mean that the patient can have a pre booked appointment rather than a ring on the day.
- The practice encourages patients to nominate a pharmacy when collecting their prescriptions from the surgery. This will enable the prescription to go electronically which means there will be a full audit trail and “lost” prescriptions will become a thing of the past.
- The practice advises patients, who do not have a clinic appointment, to collect their prescriptions, test results etc between 12.30pm and 2.00pm when it is less busy.
- Two of our GPs are now starting their morning clinics earlier and finishing later in order to provide 15 minute appointments in the morning – additionally one of our GPs is trialling a 40 minute longer morning clinic which includes two 20 minute gaps which can be used to slot in emergency patients and deal with urgent queries. Both clinics are proving to be successful and will be continued.
- There has been confusion over our hours and we hope to make this clearer through advertising in the surgery and on our website. The surgery currently opens 8.30am to 6.00pm, Monday to Friday and does not close for lunch. Extended hours are offered on a Monday, 6.30pm to 7.30pm and on either a Monday or Wednesday morning, 7.00am to 8.00am. Additionally 2 Saturdays a month are offered, 8.30am to 10.30am. The morning appointments are bookable through the surgery and online and the evening appointments are bookable through the surgery.
- Many of our patients do not understand how our appointment system is run – essentially it offers patients the ability to book up to 6 weeks in advance for the first hour of the day, book on the day appointments and an extra evening clinic for all patients who would like to be seen on the day. This is currently advertised on our website, in the reception, in the patient leaflet and in the patient newsletter on an annual basis. Additionally our reception staff are actively leaving appointment information on reception room waiting chairs for patients to read whilst they are waiting for their appointment.
- A generic email address has been added to SystmOnline so patients can contact the surgery out of hours. This email address is reviewed by staff daily.

The full 2015 Family and Friends Test results can be viewed on our website or a paper copy requested from reception.

Thank you so much to all our patients who have taken the time to complete the test – it is very much appreciated.



A GUIDE TO ONLINE PATIENT SERVICES

WHAT CAN I ACCESS ONLINE?

Patient Online services can give you access to your GP record via the internet and the option to: Make appointments; Cancel appointments; View past and future appointment; Order repeat prescriptions online; View your own summary care record; Request access to view your own detailed medical records and test results; Direct email contact with the surgery

You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit your practice.

HOW CAN I GET ACCESS ONLINE?

If you wish to access these services please ask the receptionist to register you for online services when you next visit the surgery. You will need to bring photo ID and proof of address (eg passport or photo driving license and a bank statement) and complete a short form.

You will then be posted a letter with your unique username and password for SystmOnline. It will also tell you about the website and where you can log in and start using online services. Once registered you can download a phone app for free. It can be found by searching 'SystmOnline' within the app store.

WHAT DO I NEED TO CONSIDER?

Although the chances of any of these things happening are very small, we ask that you read, understand and consider the following:

- **Forgotten history:** There may be something you have forgotten about in your record that you might find upsetting.
- **Abnormal results or bad news:** Online access gives you access to test results and you may see something that you find upsetting. This may occur before you have spoken to your GP or while the surgery is closed and you cannot contact them.
- **Printing information:** If you print information from your record it is your responsibility to keep this secure. We advise you do not print or make copies unless it is absolutely necessary.
- **Choosing to share your information:** It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.
- **Coercion:** If you think that you may be pressured into revealing details from your patient record to someone else against your will it is best that you do not register for access at this time.
- **Misunderstood information:** Your medical record is designed to be used by clinical professionals to ensure you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery who will request guidance from a clinician. Be aware the receptionist answering the phone is not clinically trained to give medical explanations
- **Information about someone else:** If you spot something in your record that is not about you or notice any other errors, please log out of the system immediately and contact the practice.
- **Declined access:** Your GP may not think it is in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.
- **Protecting your username and password:** Keep your username and password a secret. Just like your bank account PIN you would not want others to know how to get into your GP records. If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet.
- If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.

For further information please visit our website where you can download an "Online Patient Services" leaflet and registration form or visit the practice and ask for paper copies from reception.

NAMED ACCOUNTABLE GP



All of our 8,000 patients at Budleigh Salterton Medical Centre have their own named accountable GP who will be responsible for their overall care at the practice. This does not stop you from seeing any other GP or Nurse in the practice.

We would like everyone to be aware who their accountable GP is. So please ask us next time you are in the surgery. Alternatively you can ask us over the phone or via email.



BUDLEIGH HEALTH CENTRE CHARITY AGM

Tuesday 9th August 2016, St Peters Hall at 2.30pm

Everyone is invited to attend the Budleigh Health Centre AGM. Your support is very much needed so please make a note in your diary.

TEENS AND YOUNG ADULTS

Budleigh Salterton Medical Centre is committed to improving the health of young people in East Devon and we endeavour to provide a welcoming, supportive environment for young people to attend and discuss their health needs and concerns.

Our website has a section dedicated to Teens and Young Adults with information about our surgery and web links for general health and wellbeing which cover a wide array of subjects to include bereavement; bullying; domestic violence; cancer; carers; childline (0800 1111); drugs and alcohol; eating disorders; education and work; emotional and mental health; going to hospital; homelessness; sexual health and contraception; smoking; and thoughts, moods and feeling.

If you need to see a doctor you can telephone the surgery on 01395 441212, or pop in and speak with one of our receptionists.

You can either ask for a face to face appointment with a doctor / nurse or a telephone consultation when the doctor / nurse will phone you back. You can always get an appointment with a GP on the day you phone.



BUDLEIGH SALTERTON MEDICAL CENTRE'S MEMORY CAFÉ

Are you worried about your memory? Do you care for someone with memory problems?
Come and meet new people and play games and quizzes in a relaxed and friendly atmosphere.

Time: 10.30am – 12.30pm (every other Friday) - **Venue:** Budleigh Salterton Football Club
Budleigh Salterton Football Club, Greenway Lane, Budleigh Salterton (Free Parking)

For all enquiries please phone Diane Morris on 01395 441212

