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Welcome to the second edition of Ashworth Street Surgery's Patient Participation Group newsletter.

In this edition we will be reporting on the results of our recent questionnaires and issues that we have covered including feedback from a meeting with the local chemists, results from the recent flu drive, the minor ailment scheme and information on patients that have not attended appointments.

We have also included the dates of our bi-monthly meetings up until March 2014.

Can we take this opportunity to thank all the patients that completed questionnaires. The information that you provided has helped us greatly in assessing where the surgery services could be improved.

Have you ever missed an appointment?

Here at our Ashworth Street Practice we want to run the surgery as efficiently as possible and therefore the Patients' Group is concerned about the number of missed appointments that occur. You may have seen notices around the surgery informing people about this. In January this year alone, we had **181 missed appointments - an average of 45 each week.** That means that 45 more people could have been seen at the surgery, if these appointments had been cancelled in time.

When you consider the time given to each appointment, approximately 10minutes and longer in some cases, valuable time is lost. This could have been allocated to another patient, who may have needed to see a doctor, but was unable to book an appointment.

There is also a cost involved in this lost time. We are concerned that the budget at the Practice is used wisely and supports all the patients. Therefore, we would appreciate your help in **informing the Practice if you are unable to attend.** You can either phone yourself or get someone else to ring on your behalf, to let the practice know that you no longer need an appointment. This can also be done on-line.

We know that it can be difficult to get through on the phone at busy times, but would appreciate your help in eliminating this problem. The Patients' Group is also supporting the Practice in looking for new ways to improve communication.

Margaret Wight

## We asked the Chemists your questions

At the meeting in November 2012, representatives from the two local Chemists on Spotland Road were invited along to the Patients' Group to address issues raised by you, the patients.

The issues were:-

- The cost of 'Specials' – these are medicines which can attract charges outside a standard tariff.
- The lack of patient information in medicines dispensed in plain white boxes
- 'Out of stock' items and part prescriptions being dispensed
- Unwanted repeat prescriptions being activated and unnecessary items being dispensed.

Following open and frank discussions with the pharmacists, the group felt they had received clear explanations in relation to the points raised. Since the meeting, it has been reported there have been improvements with all these matters that patients had raised as concerns.

The representatives from the Pharmacies agreed to meet with the Patients' Group again – so if you have any concerns about the service provided – or you have good things to report - get in touch with your Patients' Group. The Chair can be contacted at [lynoreilly@sky.com](mailto:lynoreilly@sky.com)  
Margaret Stoneman



**when it's less  
urgent than 999**

### **NHS 111**

NHS 111 is a new service that is being introduced to make it easier for you to access local NHS services. You can call 111 when you need medical help fast but its NOT a 999 emergency.

Call 111 if:

- You need medical help fast but it is not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

## The Flu injections and Ashworth Street Surgery

Although the seasonal vaccination programme is now over for 2012/13 the practice would like to share with patients the information about how many people were protected through the flu injection and how that number compares with the target set by the government.

Flu & You - Is It For You? To protect people who may be at-risk of serious illness or death if they develop flu, the Department of Health recommends flu vaccination every year for everyone in the groups below:

- people aged 65 years and over
- all those aged 6 months or older with the following conditions: chest problems, chronic heart disease, diabetes, chronic kidney, liver and neurological disease
- people who are immunosuppressed, have no spleen or whose spleen does not work properly
- pregnant women

those in contact with people who may be at risk of developing serious complications from flu: people living in long stay residential care homes, carers and healthcare professionals

The following information shows how well we have done at Ashworth Street:

Target Group	Registered practice population	Number vaccinated by 31/12/12	% vaccinated	Target
65 yrs and over	1728	1323	76.6%	75%
Under 65 at risk groups	1247	693	55.6%	75%
Pregnant Women	140	89	63.57%	70%



# Did you complete a questionnaire?

## This is what 148 patients said about the Surgery and the Practice.....

94% of respondents say they are happy with opening hours all/most of time  
74% of respondents say it easy to contact by phone all/most of time  
20% of respondents say they can only see Dr/nurse within 48 hours occasionally/never  
70% of respondents say they can always see Dr/nurse of their choice all the time/most of the time  
33% respondents say they never/occasionally are offered a telephone consultation  
90% respondents say they are always treated respectfully by the reception staff  
95% respondents say they are shown respect for their privacy and confidentiality  
78% respondents say the information in the surgery is good  
45% of respondents indicate that they are unable to book prescriptions online  
48% of respondents indicate that they are unable to book appointments online  
28% respondents say they do NOT know how to give positive feedback to the Practice  
74% respondents say they know how to complain to the practice about the service  
See other commentary  
45% of respondents were aged between 45 and 64  
Respondents were predominantly female. Female (68%) and male (32%)  
66% of respondents indicated they were white British, whilst only 16% were British Asian  
10 respondents were carers for patients at the practice  
47% respondents use either the local Rowland or Drugmart chemists

### 13. Comments made.

The overwhelming concern from patients is being able to book appointments on the telephone. Although some people (48%) are indicating that they are able to book appointments online all/most of the time – it is clear that the majority of patients still rely on the phone to book. The Patients' group is supporting the Practice to find solutions to this problem.

The matter of confidentiality on the first floor was raised by a few patients and as well as using the television to muffle/reduce sounds from the consulting rooms, the Practice is considering other ways to make the doors/walls soundproof.

Some people do not know how to give positive feedback to the surgery, so the Patients' Group will look into how to make this clearer for people. The opening hours on Saturday also need to be advertised better so that people could book in advance and perhaps we could experiment with having a GP available for a 'drop in' on Sat am too.

20<sup>th</sup> February 2013 Lyn O'Reilly

# MINOR AILMENTS?

Want treatment, but don't want to see a doctor? Help may be available at the local Chemists

If you are suffering with a minor ailment, you can now get medication and advice direct from some pharmacies without seeing a doctor first. In order to use the scheme it is necessary to obtain a passbook, from the surgery, which must be taken to the chemist each time you need medication.

Details of the ailments classed as minor, how to join the scheme and a list of participating pharmacies (Rowlands on Spotland Road is closest to this surgery) can be obtained from Reception.

Michael Dale



## Proposed dates of Meetings of the Patients' Group

**Your Patients Group** representatives meet every other month on Wednesday at 10:00am in the surgery.

The dates for the rest of this year and up to the next Annual Meeting will be as follows:

Wednesday	1 <sup>st</sup> May	2013
Wednesday	3 <sup>rd</sup> July	2013
Wednesday	4 <sup>th</sup> September	2013
Wednesday	6 <sup>th</sup> November	2013
Wednesday	8 <sup>th</sup> January	2014
Wednesday	5 <sup>th</sup> March	2014

Patients are invited to raise any issues with the Patients Group Representatives. If you have any suggestions to improve the Practice we'd like to hear from you.

Please contact representatives via the receptionists who will pass messages on or by emailing the Chair of the patients group at [lynoreilly@sky.com](mailto:lynoreilly@sky.com)

Many thanks  
Lyn O'Reilly

Please have a look at our noticeboard in the surgery. It is located on the wall between the reception desk and room eight.

It has information about the group and also the work we are doing in the surgery to improve services for patients.

There is also a comment box where you can post your completed questionnaires and also any comments.

