

Hindon Surgery News – March 2014

Patient Survey:

The results of our last Patient Survey were discussed at a meeting of the PRG (Patient Representative Group) on 25th February. You can read the full report on our website at www.hindonsurgery.co.uk, but the general conclusion is that you like us and appreciate the changes we've made in response to previous surveys.

The PRG also discussed future changes required due to external factors such as the new GP contract and the requirements of the Care Quality Commission, or because of internal staff changes.

A small number of patients wanted a Saturday morning surgery. We already offer **extended hours surgeries** on Monday, Wednesday and Friday between 18.30 and 19.00. These are for patients who work and find it difficult to get to us during normal surgery hours. As we already work some weekends in a rota with local practices giving telephone advice to care homes, we have no immediate plans (or the capacity) to open the surgery at weekends.

Communication: We are grateful to an increasing number of local newsletters who are publishing our surgery news, helping us to reach the majority of our patients in Hindon and beyond.

Staff Changes: Dr Jan Emms has left to work at a practice in Dorset – although she will be back to cover our summer leave. Min Teare is retiring from nursing, and we have Sally Davies, an experienced senior district nursing sister, joining us in April offering increased nursing hours and extended duties. As a result more of the routine check-ups will be done by our practice nurses, freeing up GPs to see patients who are unwell or have complex medical needs. We also have more support from community services and will be working ever more closely with them to provide care as a team. So in future some of the problems previously managed by your GP will be managed by another (and probably more suitable) member of the team. Sara Broome has joined us as an additional receptionist, and the increased support team means the GPs will also be able to pass on more of the administrative work.

Building improvements: Work is under way to make the surgery fully compliant with CQC requirements and to enhance the surroundings for patients and staff alike.

New GP Contract: Changes include everyone having a named GP ultimately responsible for their care. This has been Dr Craig McFeely for all our patients since December 2002 and this will continue, although you can choose which GP to see.

If you would like to join the PRG, please fill out a form at reception and update your contact details at the same time.