

# RECTORY MEADOW SURGERY

## MISSED

## APPOINTMENTS

Since January 2015, over 200 patients have failed to attend either a GP or a nursing appointment at the surgery. This equates to over 13 full surgeries.

It is very important that you let us know if you are unable to attend your appointment so that we may offer it to someone else.

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# Newsletter

ISSUE 12

APR / MAY / JUNE 2015



Welcome to the Spring 2015 edition of our Newsletter.

For the first time, we have included a newsletter from our fledgling Patient Group. We hope to make this a regular feature in our

quarterly newsletter and we thank those who attend our group, both in person and via email, for their contributions.

also have the usual contributions from our reception team and the Friends of Rectory Meadow, to whom we are very grateful.



## Practice Website-Did U Know?

### [www.rectorymeadowsurgery.co.uk](http://www.rectorymeadowsurgery.co.uk)

The surgery's website is our largest information resource. Did you know?

- We have an average 6700 hits per month
- Last month 628 patients requested their repeat medication via our website
- 88 patients subscribe to receive our newsletter by email
- 1071 patients have registered to book their appointments online

Our website contains a wealth of information on

such things as:-

- Preparation for common procedures
- Travel health advice
- Information on our Patient Group
- Current and archived newsletters
- Information on where to access medical attention when we are closed
- A facility to tell us about changes of address and phone numbers
- A facility for you to leave comments and suggestions



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- Details of our private charges
- Our complaints and confidentiality policies
- Results of all surveys recently run and resulting action plans

Why not log in and take a look around? Suggestions for improvements gratefully received!

# Staff Training



The surgery will be closed from 1pm for staff training on the following dates:-

- 14 April
- 13 May
- 18 June

Should you need a doctor urgently, and it cannot wait until the surgery is open again at 8.30am the following day, please call Bucks Urgent Care, our Out of Hours Provider, on 01296 850011.

Requests for repeat prescription, test results and other non-urgent matters should wait until we are open again the following morning.

Thank you

## Forms News

*"an independent organisation whose role is to provide much needed additional funding to support and extend facilities available to the surgery."*

## FORMS—Friends of Rectory Meadow

The successful lunch at The Potters Arms, Winchmore Hill on 25 February; and the Easter Fayre at the Surgery on 28 March. Thank you to all who attended and supported.

**Forthcoming Events for your diary:** - Booking details available on Surgery Notice Board

**Wed 15 April** - Meeting at 2 pm to be held at the Surgery backroom with a popular guest speaker Dr Ferguson, on the subject of "Minor Surgery". Tea and cakes will be available after the talk. No advance booking required.

**Wed 20th May** - Lunch 12:00 noon for 12:30 pm. Great food at The Saracens Head, 38 Whielden Street, Old Amersham, HP7 0HU with parking at the nearby British Legion Hall.

**Wed 24th June** 3pm - Tea Party at The Deep Mill Diner, nr Missenden with cakes and strawberries in the garden or the Summerhouse - repeating the success of last year.

**Equipment 2015:**

With your generous donations and ongoing support another 24 hour Blood Pressure Monitor & Software was purchased in February to immediately replace the one that had given 14 years of good service. These items are worked hard with an increasing demand for the benefit of patients .

## Reception Bulletin Board



Thank you for your patience whilst our reception area has been refurbished. The priority was to improve accessibility for all our patients. Variable height sections of the counter are more welcoming and approachable, particularly for those in wheelchairs.

We worked closely with our designers to ensure that the desk fulfilled all of our requirements, which included disabled access, patient confidentiality and staff security. A posting slot in the counter top allows for discrete sample drop off. The separate form-filling counter to one side provides more privacy and less queueing at the main desk.

The surface is designed to be durable and hygienic. There is more work surface for staff to carry out administrative tasks behind the desk out of view, to improve patient confidentiality. Our new noticeboards will allow uncluttered display of important patient information.

We were fortunate to have been allocated a sum of money from our CCG as a result of cost savings, specifically set aside to be spent on enhancing patient services—in this case by way of improvement of facilities. We have listened to what you have told us and hope you will find the results both a functional and visual improvement.

# RECTORY MEADOW PATIENTS NEWSLETTER

Welcome to the first edition of the Rectory Meadow Patients Newsletter

## What is the Rectory Meadow Patients Group?



Good healthcare involves a partnership between those providing the care and those receiving it. People who are actively involved in managing their own healthcare see better outcomes, and in recent years it has become clear that, through organised patient groups, patients can also help improve the general quality of care provided by GP surgeries. The embryo Patients Participation Group was formed in 2014.

## OUR OBJECTIVE

To act as a two way communication channel between the staff of the Practice and their patients to enhance the quality of service provided and develop a sense of partnership between the Practice and the patients it serves.

## AIMS

- Collect patient opinions and experiences to help the Practice evaluate its services
- Work with the Practice to respond to surveys or consultations and communicate this to the patients
- Contribute to the Practice Newsletter on a quarterly basis — reporting our activities
- Develop ways of improving health and wellbeing in our Practice population
- With the help of the Practice - link those in need of advice or support with agencies that can assist
- Exchange knowledge with other Patient Participation Groups as appropriate

## WHAT HAVE WE ACHIEVED SO FAR?

### **Working with the Practice—reviewed patient/other feedback by:-**

- ◊ Friends and Family survey - evaluating patient replies and suggesting appropriate improvements
- ◊ Considering and responding to complaints of an administrative nature
- ◊ Establishing a Suggestion Box (on the website and in the Practice)
- ◊ Reviewing the national GP Survey

## THE YEAR AHEAD

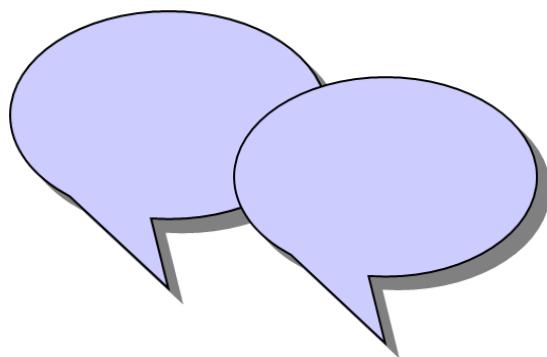
- ⇒ Establish a formal committee structure and appoint a chairman
- ⇒ Expand the membership significantly to ensure that we can collect the widest range of views
- ⇒ Work with the Practice to maximise awareness and use of the Rectory Meadow website
- ⇒ Promote "Health Awareness" weeks
- ⇒ Encourage patient use of NHS Choices

**Date of next meeting — 6th May 2015, 12.30pm at the Surgery.**

Please join us — your views are important.

*Individual cases are never discussed nor is medical advice provided*

# Patient Group Action Plan for 2015



## You Said....We Did

|   |   |
|---|---|
| <b>You were unaware that the Practice published a newsletter of latest news</b> | We have introduced an email subscription service to the newsletter whenever a new newsletter is uploaded to our website         |
| <b>You were confused about your options for care when the surgery is closed</b> | We have updated our website with the latest local information. We have also publicised your options on our waiting room screens |
| <b>You would like information in surgery on Health Awareness Weeks</b>          | Our PPG has kindly agreed to look into hosting and helping to promote Awareness Weeks in Practice                               |

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**Rectory Meadow Surgery**

