

# RECTORY MEADOW SURGERY

## MISSED

## APPOINTMENTS

Since January 2014, 223 patients have failed to attend either a GP or a nursing appointment at the surgery. This equates to over 14 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

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APR/MAY/JUNE 2014



## Welcome

Welcome to the Spring edition of our Newsletter.

This month, we introduce the Electronic Prescription Service which the surgery will be signing up to in June. We also have information on our CQC registration and the results of our last Patient survey—many thanks to everyone who took the time

and trouble to complete it either in the surgery or online.

The Friends of Rectory Meadow Surgery have had a busy few months and are about to embark on a recruitment drive to attract new members. Details of how you can join this organisation who raise much needed additional

funds for the benefit of all our patients can be found on our website or in our Practice booklet.



## Practice CQC

Since 1 April 2013, Rectory Meadow Surgery has been registered with the Care Quality Commission.

The CQC make sure hospitals, care homes, dental and GP surgeries and all other care services in England provide people with safe, effective, compassionate and high quality care. Where they find services lacking, they encourage them to make improvements.

They do this by inspecting services and publishing the results on their website to help you make better decisions about the care you receive.

The Practice's Statement of Purpose is available on our website and paper copies are also available from the Practice Manager. This document describes the aims and objectives of our service, the kinds of services we provide, the health or care needs we set out to meet, and the details of us as a provider.



Over the course of the next few months, the Practice will receive an inspection visit from CQC to ensure we meet the required standards. They will have access to all aspects of the workings of the surgery and their report on their findings will be available on the CQC's website. They may wish to speak to patients on the day of their inspection and we will facilitate this, with your agreement, wherever possible.



Sorry WE'RE  
CLOSED

## Staff Training

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

- 09 April 2014
- 13 May 2013
- 18 June 2014

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—Friends of Rectory Meadow

### Forms News

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

Our Extraordinary General Meeting (“EGM”) took place at the Surgery on 26 March, preceded by a short dedication ceremony of the new flowering Cherry tree at the front of the Surgery. Margaret Hedger’s son, Chris, joined many FORMS members along with Doctors & staff, as a commemorative plaque was placed by the tree; the plaque describes her as “a true friend of the Surgery”. The wording is extremely apt, given all her work as our Events Secretary over many years before her death last autumn.

A recent check of all the old accounts shows that since the Millennium, total FORMS expenditure on ancillary equipment and facilities at the Surgery has exceeded £45,000 (an average of around £3,500 p.a.).

The first new purchase of the new financial year will be an Audiometer, such a machine, routinely used on a near-daily basis at RMS for screening hearing tests.

Our guest speaker at our EGM was Mrs Christina

Burrows, from “The Hospice of St. Francis”, who gave a fascinating and moving presentation on the work done by her organisation, both at the Hospice itself – with its 14 beds – and in the Community.

We also discussed opportunities to increase our attraction to other patients at RMS and boost numbers. Gordon, our new membership secretary will be taking this forward.

The Easter Fayre will take place on **Saturday, 12<sup>th</sup> April**, from 2pm – 4.30pm. Do pop in and support us, if you possibly can.

## Reception Bulletin Board



We are pleased to announce that the new **automated check-in screen** is now installed and working. We are always happy to check you in at the desk, but you may find it useful to use the automated screen when the surgery is busy to save you waiting. Please note, when you come to enter your date of birth, there is a separate button for each day of the month.

When attending for your blood test, please ensure that you bring the **blood test form** with you that the doctor has provided. Without this form it is not possible to know what you are being tested for and your test may be delayed whilst a replacement form has to be generated.

A reminder that there is a **turnaround time of 48 hours for prescriptions**. If you are picking up from the Surgery on the day of collection, your prescription will be ready at Reception after 3pm, thank you.

# Patient Survey Results 2013/14



The survey was allowed to run for eight weeks, closing in December 2013. The results were then collated and loaded onto our website (see “Survey Results” link on our website). Comments on the results were sought from our Patient Reference Group at this stage as well as the Friends of Rectory Meadow Surgery at their General Meeting in January 2014. The key points arising from the survey results were: -

- 89% agreed or strongly agreed that we provide adequate health information
- 45% of patients use the practice website to access information about the surgery
- 53% of patients wish to see performance data on how the practice manages long term conditions
- 90% of patients rate our team working as good/very good/excellent
- 90% of patients rate their care overall as good/very good/excellent
- Free text comments establish that of the 22 new services that it was suggested we offer, we already offer 8 of them (36%), which patients were clearly unaware of.

**“Patients were unaware of some of the services already offered by the Practice”**

Accordingly, having had the opportunity to see the survey results and discuss its findings, our Patient Reference Group endorsed an Action Plan to address these issues: -

## Action Plan

Issue Identified	Planned Action	Time Scale
Better ways of communicating new or changed services	<ul style="list-style-type: none"> <li>• Create a display in reception listing all services available at the Practice</li> <li>• Produce a similar display on our website and on our waiting room screens</li> <li>• Make better use of our texting service to make patients aware of changes in service provision</li> </ul>	3 months
Promote better understanding amongst patients of their long term condition	<ul style="list-style-type: none"> <li>• Discuss with the Practice Nurses and GPs suggestions for a booklist for patients</li> <li>• Discuss with our Friends Of Rectory Meadow Surgery group whether we could provide a “lending library” service of relevant literature</li> <li>• Publish results on how we manage chronic diseases</li> </ul>	6 months

# Electronic Prescription Service



Patient Wellbeing

Do you have a repeat prescription?

Did you know that every day GP's in the UK issue 1.5 million paper prescriptions and 70% of these are repeat prescriptions?

## Electronic Prescription Service

A new system has been created to make it easier for you to pick up your repeat prescription. It is called the Electronic Prescription Service, or EPS for short.

The Electronic Prescription Service is an NHS service that sends your prescription from GP surgery to Pharmacy without the need for a paper copy.

Nominate a pharmacy of your choice and this pharmacy will receive your prescription directly from your GP, via the Electronic Prescription Service (EPS). With EPS you will not have

to visit your practice to pick up your paper prescription anymore.

You will have more choice about where to get your medicines from because you can choose a pharmacy near to where you live, work or shop.

EPS is reliable, secure and confidential.

Your electronic prescription will only be seen by the same people in GP practices and pharmacies who see your paper prescription now.

## Benefits

If you collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically to the place you choose, **saving you time**.

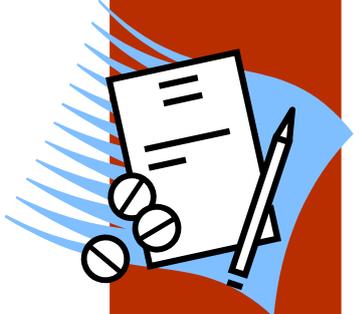
The prescription is an electronic message so there is **no paper prescription to lose**.

You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop**.

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips**.

**You may not have to wait as long at the pharmacy** as your repeat prescriptions can be made ready before you arrive.

**Rectory Meadow will be participating in this scheme from June 2014. Watch this space for more information!**



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