

# GROVE HOUSE PRACTICE

SPRING 2006

## PATIENT NEWSLETTER

### Latest News

Well, we've nearly finished the structural changes in our reception area and we've decorated the waiting room (and improved the lighting) and corridors and the older clinical consultation rooms. Our next step is to try and improve the signs around the building and to look at better ways of providing you with information (leaflets, notice-boards etc).

We've now got a self check-in touch screen in the waiting room as an alternative to speaking to a receptionist to let us know you've arrived for your appointment. And, we've just started work on designing a web-site for the Practice. We're also in negotiations with BT to improve telephone access to our services. Phew! Lots going on!

And we're not doing it all alone: I'm delighted to report that we have now held the first meeting of our new patient group (see overleaf). This group will help us to improve and develop our services yet further to better meet *your* needs. One particular thing came out of that first meeting loud and clear - we need to improve our communication with you, our patients - and we're really looking forward to working with the group on that one.

*Jacky Slator* (Business Manager)

### Temporary GP changes

Congratulations to Dr Sprott who leaves us for a while on April 7<sup>th</sup> to have her second child. Her post will be covered by Dr Aida Mikhail, who some of you will already know, as she was recently here as a locum for us.



Congratulations too go to Dr Meda who will be leaving us in mid-June to have her second child. We are currently in the process of recruiting cover for her maternity leave and will keep you posted.



### New self check-in screen

***Fed up with queuing just to tell us you've arrived for your appointment?***

Well, now you don't need to! We've installed a new touch-screen in the waiting room which you can use instead. It asks you 4 simple questions and you touch the screen to give your answers. Provided you have arrived no more than 45mins before your appointment or 10mins after your appointment time, the screen will then let the doctor or nurse know that you have arrived.

Don't be shy – try it!

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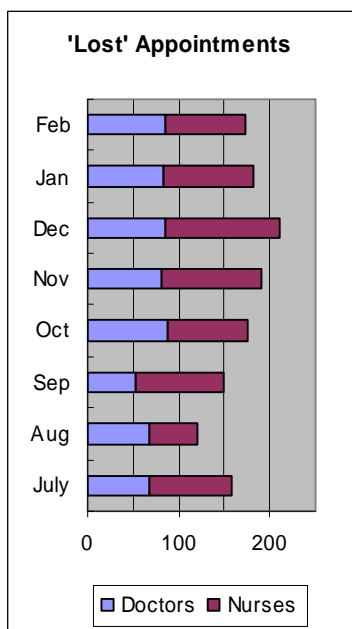
### Stop-Press: Bird Flu

**As the holiday season approaches, please be aware that the DoH has issued guidance if you are travelling to an area affected by bird flu. Please pick up a leaflet from the waiting room.**



## Missed Appointments?

In the last newsletter, we showed you a chart of the number of appointments that are 'lost' each month because patients book them but then don't turn up on the day. Here are the latest figures.



We hope that the new patient group will help us tackle this issue.

## Grove House Practice Group

We are really pleased to announce that Grove House has now set up its first patient group. We held our first meeting on Thursday 2<sup>nd</sup> March.

We know that there are lots of elements of our service which need to improve. Grove House felt that it was important to involve patients in those changes to ensure we can provide you with the best possible patient care and a patient group seemed the logical way forward.

Current patient members of the group are: Cyril Sefton-Rawson, Susan Pendleton, Diane Slatter, Tony Bamber, Lesley Rands, William Hayes, Margaret Carr, Pauline Hebron, Robert Whittingham and Sharon Hearty.

We will let you know the progress of the group over the coming months.



## Patient Survey Results

Thank you to all those of you who completed a questionnaire towards the end of last year for our annual patient survey. The results clearly confirm what we already know: that we still have a long way to go before you are happy with our services. A summary of the results from the survey is shown below. If you would like a fuller report, please let us know.

Area of Service	Percentage Satisfaction
Practice opening hours	57%
Ability to get through to the Practice by phone	17%
Treatment by the receptionists	77%
How quickly you can get an appointment with a particular GP	51%
How quickly you can get an appointment with any GP	73%
How often you get to see your own GP	38%
Your ability to talk to a doctor on the phone	34%
Overall satisfaction with the Practice	45%