

**CHURCH LANE SURGERY  
BOROUGHBRIDGE & HELPERBY  
Newsletter Autumn 2014**



**FLU CAMPAIGN!**

**Vaccinations will be commencing in October as follows:  
1<sup>st</sup> – 22 October walk in clinic `11 am – 1 pm (3 weeks)  
11<sup>th</sup> October Saturday morning walk in clinic 8.30-10.30 am  
For further information contact the surgery**

Don't forget that you may have a flu vaccination at the surgery if you are over 65 years old or fall into one of the at risk categories:

**Are you at Risk?**

You should consider the vaccination if you fall into any of the following groups:

- Over 65
- Anyone with chronic respiratory disease
- Pregnant women
- People with chronic kidney disease
- People with diabetes
- Chronic neurological disease
- People with a weak immune system
- Chronic Heart disease
- People who are the main carer for an elderly or disabled person whose welfare may be at risk if the carer falls ill
- Health and social care staff directly involved in patient care (however they should normally be immunized through their occupational health service)
- Children aged 2 to 4 (born between 2/9/09 and 1/9/12)

**PATIENT PARTICIPATION GROUP**

We are a group of registered patients who are representative of the general surgery population and we meet regularly with the practice manager and doctors.

The aim of our group is ultimately to work together to improve services, to promote health and to be involved in primary health care to help shape our services in the future. It promotes communication between the practice and the patients. The PPG allows patients to have a say in improving the quality of services and ensuring that patient's needs, wishes & aspirations are at the heart of primary health care. It can be described as the 'patients' voice in practice'. The Patient Participation Group will enable the surgery to grow and develop in the ways which we, the patients' want, by promoting a partnership with the practice staff.



We, as a group, have been involved in reviewing the comments from the patient suggestion boxes which have been located in each of the practice waiting rooms. This has enabled us to review what people think of our surgery and we have discussed how we can make the surgeries more 'user-friendly'.

We also discuss the latest commissioning changes within primary care, and we receive general practice updates.

The minutes and information regarding our meetings can be viewed on the Church Lane Surgery website.

We are aware that we will not be familiar with all the questions or observations that others may want to make and to that end we thought it would be useful to raise your awareness of the names of the group members. This is to encourage you to make contact with a group member if you have an issue or query that you would like to be taken to a meeting for discussion. If you know any of us then please feel free to speak to us direct about your query or if you do not know us then please contact the surgery and leave your contact details and one of the group will contact you.

We are also keen to understand the views of the younger teen population so if there is anyone interested in being a part of the group or have any ideas of how to engage young people in this forum then please let us know / speak to Wendy Dowson, Practice Manager, at the surgery.

**Group members:** Mrs. Jane Jones, Mrs. Rita Baker, Mrs. Vicky Hogg, Mr. Mike Collins, Mr. Jim Johnstone.

## **REVIEW OF COMMENTS IN PATIENT WAITING AREA BOXES**

– **Wendy Dowson, Practice Manager**

Thank you to everyone who has taken the time to complete the forms in our waiting areas. We especially appreciated the positive and grateful comments for both Boroughbridge and Helperby sites.

Thank you to all the children for the lovely pictures – they made us smile. We are looking to provide more books for you.

*Listed below is a summary of your comments and our responses which are discussed within the team. Newly completed forms are reviewed weekly and have been discussed with our patient group. After reading this, please contact us if you wish to discuss anything further.*

### **Boroughbridge Site Comments**

#### **Seating in Waiting Area 3**

A number of you have commented how uncomfortable the benches are. We know this is an ongoing issue and are currently looking to purchase an additional chair with arms for this area. If we refurbish area 3 in the future (not currently planned for cost reasons) we will take into account your comments and choose more *comfortable* seating.

#### **Radio**

We are sorry that the choice of radio station does not suit everyone. As you know, the radio is there to help protect your confidentiality. i.e. to ensure other patients in the waiting areas cannot overhear your consultation. We wish we could, but it would be impossible to please everyone.

#### **Radio in Waiting Area 4**

Some of you have mentioned that the radio seems louder in Waiting 4 than in the other areas. Please bear in mind that it is a smaller area and so conversations may be more likely to be overheard. Our electrician is currently looking into whether we can install a speaker with its' own volume control which may help.

### **Waiting areas**

If you find your waiting area is too congested, speak to the receptionist and she will be happy to re-locate you to a quieter area. She will let the doctor know where you are.

### **Waiting times**

The clinicians try their best to run as close as they can to time. However, when someone presents with an urgent problem or with something quite complex, it is not always possible to stay within the allocated 10 minutes. We try to provide the best care for everyone but this may sometimes mean that you may have to wait for a while. If your wait is 20 minutes or more please go to the reception desk and mention this to the Receptionist. They may be able to help and/or offer the option to re-book and advise other patients of the delay.

### **To help the doctors run to time**

Please arrive on time and let us know if you cannot make your appointment. Your punctuality is appreciated, especially for first appointments in surgery because starting late makes the appointment times over-run for all patients in the remainder of the surgery.

Please note, if you present more than 15 minutes after your appointment time you may be asked to re-book. Try to plan your visit and come along with one problem at a time.

*To help other patients, please try and give us plenty of notice if you cannot attend your appointment. We may then offer your slot to another person who may need to be seen urgently.*

### **Extended Hours Surgeries**

The surgery runs alternate Saturday morning and 7am Friday surgeries to assist those who are working. Please bear this in mind if you are able to be seen outside of these times, and leave the extended hours free for patients who may be limited to access because of their working hours.

### **Water Dispenser**

At your request, we are currently looking into the cost of installing a water dispenser by the front entrance.

### **Nappy bins**

We are sorry but for infection control reasons we are unable to supply nappy bins. We are grateful that you take your nappy bags home with you and realise this is not ideal.

### **Reception Staff**

The receptionists are trained to be as helpful and professional as possible. However, if you do find you do have a problem please ask to speak to the Practice Manager, Wendy Dowson, or the Senior Receptionist Karen Burton, who will be happy to listen to your concerns and feed back to the reception team or an individual if appropriate.

### **Telephone System**

We are sorry but the automated voice answering message is a requirement of our current BT system. We have tried to make it as short as possible and we do not add any advertising messages or choices for departments in order that you may receive the quickest and most personal service. If you are finding it difficult to get through to the surgery at busy times please let us know so that we look into this.

### **Parking**

Parking at Boroughbridge surgery is sometimes difficult. We are fortunate to have one of the largest surgery car parks in the area and are unable to add any further spaces due to building regulations. To help us please allow sufficient parking time before your appointment to ensure the surgeries run smoothly.

## **Helperby Surgery Comments**

Thanks to those in Helperby who completed the comments forms – report below

### **Appointment Availability**

Please bear in mind that Helperby is a branch surgery site with only one doctor and nurse. As such, it is limited to its availability in respect of appointments. If there are no appointments available and you need to be seen on the day, you may be offered Boroughbridge as an alternative. We take into account whether you have transport.

### **Entrance to the surgery**

As you know, the cobbles at the front of the surgery are a problem. We are currently checking again with the Parish Council whether there are any modifications or additions we can do to make the entrance easier to patients, especially in bad weather.

### **Decoration**

A request for brighter colours will be noted when the surgery is next decorated.

## **Online Booking Service**

You can now order your repeat prescription or book your GP appointment online. If you would like to do this please collect a form from reception, once your form has been processed you will need to collect your password from reception so that you can book your appointment or request your repeat prescription by computer. We are looking into patients being able to view their Summary Care Record online soon.



Please allow at least 3 working days for us to process your application to use the online service.

## **Up to date information**



Please ensure we have an up to date mobile number and/or landline telephone number for you

## **New Staff**

We also welcome to the Practice GP registrar Dr Peta Land.

## **Forum for Carers of Mental Health Patients**

Are you a carer of a patient with mental health problems? If so you may be interested in a forum that we are going to run in October here at the surgery. This will involve a guest speaker and then an opportunity for you to discuss the positive and negative sides of this role with other carers in an informal atmosphere. Homemade cake and tea/coffee will be available.

Please look out for posters advertising this event!

**CONTACT US:** If you have any questions or comments about the practice please contact our Practice Manager, Wendy Dowson on the surgery number (01423 322309) or ask for her at Reception.