



The Taverham Partnership Quarterly Newsletter

Welcome to the tenth edition of our quarterly Newsletter!

Welcome to the tenth edition of our Practice newsletter. Several members of the Practice team are responsible for pulling together articles for the newsletter. We will try to include information that we hope will be helpful for patients. If there are any topics that you would particularly like covered in a future newsletter, please email Practice Manager (Interim) Dawn Turner, dawn.turner@nhs.net

Issue 10

June 2009

Patient Survey Results

Every year we conduct a patient survey at the Surgery where the receptionist hands out questionnaires to patients visiting for a doctor's appointment. We would like to thank all the patients who took the time and trouble to complete the survey questionnaires during the latter half of 2008.

We thought patients would be interested to know the results of the survey and what we plan to do next:

You told us you are happy with :

- The respect shown to you
- The Reception staff
- Our ability to listen
- The ability of our staff
- The explanations given

You told us you are less happy with the:

- The waiting time
- Seeing a practitioner of choice

I am pleased to say that overall we have improved on our results from last year.

Patients also commented:-

“A very good practice”

“A very high standard is seen here”

“Overall a very good service, always friendly and reassuring”

“The doctors are very nice and explain things well”

As a result of the feedback from last year's feedback (2007), we have implemented the following to continue to improve our patient service:-

- We now have more reception staff answering the telephones in the morning.
- We have more pre bookable appointments available.
- We have asked patients to call after 2pm for test results to ensure emergency appointments can be dealt with first thing in the morning.

Topics:

- ☺ Patient Survey Results
- ☺ Patient Participation Group
- ☺ Appointments & telephones



Patient Survey results (continued)

- We have continued to put more emphasis on updating our website with Surgery news and services.
- We have improved communication by compiling practice brochures, newsletters and providing local community articles.
- We are now open on Saturday mornings for pre bookable appointments for those patients who find it hard to come to the surgery during the week.
- We are now running teenage health and obesity clinics.

During 2009, through discussions with the doctors, staff and the patient participation group we want to continue to improve our patient service.

We will:-

- Review our telephone system and incoming telephone lines.
- Review our doctors' rotas to see how greater patient continuity might be achieved.
- Continue to promote the services of the nurse team to ensure patients see the most appropriate clinician to treat their symptoms.
- Review our availability of pre booked appointments v on the day appointments.
- Have suggestion book at both surgeries to encourage feedback throughout the year.

Patient Participation Group

Most importantly, we want to listen to our patient's views. We would like to encourage more patients to join The Partnership's Patient Participation Group. This group meets approximately 2/3 times a year to discuss your views on patient service, and discuss your experiences when coming to our surgeries.

We would like to encourage more mums and dads to get involved to give us more feedback on how we can help provide the service you need for you and your family.

If you are interested in getting involved please call the Surgery and let us know or email Dawn Turner on dawn.turner@nhs.net.



Telephone Appointments



You can request a telephone consultation with a Doctor, Nurse Practitioner and Nurse if you think this would be appropriate and easier for you.

Please remember we now have Saturday morning pre-bookable clinics for those patients who have difficulty getting to the surgeries during the week.

Order your repeat prescriptions online!



Please remember you can order your repeat prescriptions online on our website now.

Just visit www.taverhampartnership.co.uk and follow the instructions. You will be able to collect your prescription in 2 working days from the Surgery where you normally collect your prescriptions or you can specify pick up from a local pharmacy. Please note that if you want to collect your prescription from a local pharmacy, you must first register with that pharmacy by completing an application form at the chemist.

For up to date information and news visit our website www.taverhampartnership.co.uk