

The New Dispensary



Patient Participation Group

CHAIRMAN'S WELCOME

As we enjoy the last couple of months of summer it seems strange to be thinking about flu vaccinations in this edition, however sadly it will all too soon be upon us and we need to be ready. The Practice and the PPG have been busy since the last edition and we are currently planning our joint activities for next year. One issue we are hoping to have an impact on is to try to reduce the number of appointments for which patients fail to turn up. Together we are here to constantly look to improve the services we offer to the patients of the New Dispensary and as ever your suggestions are warmly welcomed. Please contact either myself or Christine our Practice Manager with any thoughts you might have. Monica

NEXT MEETING OF OUR PPG

The next meeting of the Practice Participation Group will be held in mid-September 5.00 – 6.30 at the Practice. (Date to be confirmed) We welcome new members to join us, so please contact Monica on 01926 777535 if you are interested in working with us or email m.fletcher@educationforhealth.org

MORE ABOUT OUR STAFF

In previous editions of the Newsletter we have told you about the members of the PPG and the doctors, but the most important folk who keep the show on the road are our administrative team. They are a great team and are led by our highly experienced Practice Manager, Christine.



Mrs Christine Rogers – IHM, CPC

Christine joined the practice 35 years ago in 1979 as a receptionist and then moved into practice management. She has worked with several different partners and has seen many changes in General Practice. She has a little Sheltie called Mia who likes to visit the practice and meet the team.

Receptionist Team We have 5 very capable receptionists who work very hard to accommodate our patients' needs. **Mo** joined in 2004, **Diane** joined in 2008, **Anne** joined in 2009,

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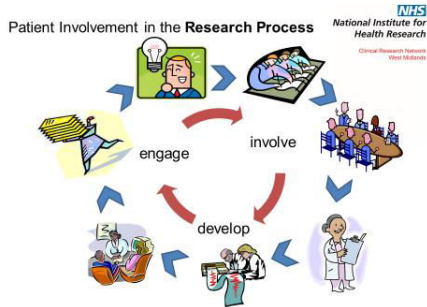
- News from the PPG Chairman
- Meet our Practice Manager and the administration team
- Research and our practice
- Flu clinics: New process for 2015
- Don't forget to attend your appointment and how to cancel
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Jo joined in 2011 and **Chris** joined us most recently in 2014. **Administrators** Our 3 administrators work very hard to ensure patient data is captured into our clinical system, recall systems are in place and appointment templates are up to date. **Mary** joined in 1991, **Julie** joined in 2012, **Nicky** joined in 2012. **Secretary Baljit** deals with GP referrals and has a very robust system in place to deal with any patient queries; she joined in 2007.

OUR PRACTICE and RESEARCH

**The National Institute for
 Healthcare Research: Clinical
 Research Network (Primary Care)**

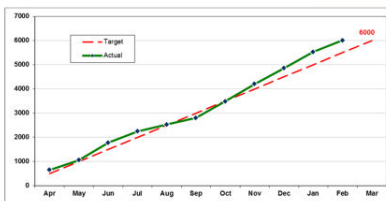
Patient & Public Involvement



The Network has been set up by the Department of Health and is nationally funded. It provides the infrastructure for high quality research to occur in the NHS. The aim of the network is to expand primary care research, because the majority of patients access health services through their GP practice. All studies conducted have been ethically approved and are scientifically valid.

The number of patients recruited via GP practices is growing across the Midlands - including our practice!

CRN: West Midlands Patients Recruited 2013-14



If you are interested in getting involved in research ask one of

our GPs or look out for invitations and posters on walls of the practice. We are keen to hear from you.

Our LATEST RESEARCH PROJECT AT THE NEW DISPENSARY

The practice has agreed to participate in a new research study coordinated by the Clinical Research Network. It is called **CANDID** and is recruiting patients over 35 years who have bowel or lung symptoms lasting 3 weeks or more. There will be posters in the waiting room and you may be asked to participate by your GP should you attend with these symptoms.

Have a look at this web link:
<http://www.ukctg.nihr.ac.uk/default.aspx>



because it is OK to ask



The Primary Care Research Network is also looking for patient representatives to be part of their Patient Participation Group. This will involve reviewing studies and helping the Network to promote research at local events. If you are interested in getting involved contact: Eleanor Hoverd e.j.hoverd@warwick.ac.uk phone: 02476 575853 or Jenny Lee jennifer.lee@warwick.ac.uk 02476 575919 mob: 07920 531253

FLU and PNEUMOCOCCAL CLINICS

This year the practice have decided not to send out the normal letter of invitation for the

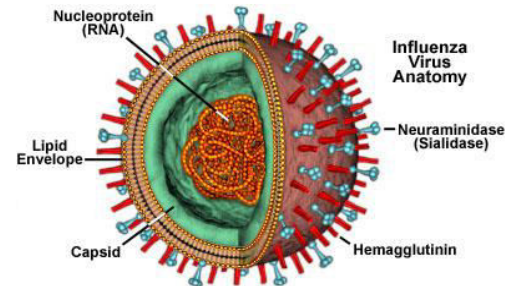
ELIGIBLE PATIENTS

THOSE PATIENTS WHO ARE:

Over 65 or reach 65 by 31 March 2015

- Or have: Chronic heart disease
- Chronic renal disease
- Chronic liver disease
- Diabetes
- Immunosuppression
- Chronic respiratory disease – including Asthma
- Also: Expectant mothers and Carers looking after an elderly or disabled person

seasonal flu vaccination, this was mentioned in last year's letter. As in previous years patients who fit the following criteria will be eligible for a



PRACTICE NEWS

APPOINTMENTS



90% of all NHS patient contact is with primary care services and

more than **one million people** visit their general practice every working day

On average every registered patient will visit their general practitioner **five times in any one year**. There is a wide range and some patients will visit many more times and other far fewer.

This means our practice with about 7000 registered patients - is really busy all year round trying to meet the demand of our patients. The practice has brought in another partner this year and now has a GP registrar, so has increased its capacity to cope with the workload.

However the work does not just fall on the shoulders of the doctors and nurses but also the hard working receptionist team who have to deal with the majority of the booking of appointments: although we now have online booking, which is a fantastic alternative option for patients.

In a three month period the practice makes **available 8,400 patient appointments** and these are constantly filled. However sadly hundreds of these appointments are wasted – they are booked by patients who for whatever reason do not turn up. Indeed between April – June this year 346 were wasted for this reason

When we are busy, sometimes it is hard to remember things like doctors' appointments. Also sometimes your condition will

On line booking was introduced at the practice in December 2013. This is available for appointments



Because of those patients who did not turn up and failed to inform the practice in time

(Between April-June 2014)

improve and you feel that you no longer need to see a doctor.

It is for these reasons that if the practice has your mobile number they will be able to text you a gentle reminder 24 hours (during the week and a little longer over the weekend), before your appointment. It's a brilliant service that reminds you of your appointment time and date. So if you need to cancel you can: by simply texting back or calling the practice.

If you need to change or cancel your appointment for whatever reason please let the reception team know: they can then rearrange it for you if necessary or release the slot for another patient.

Please think about your fellow patients next time you forgot to cancel an appointment. Every appointment not kept means that someone else is inconvenienced by finding it more difficult to fix an appointment.

WHY DON'T YOU REGISTER FOR ONLINE BOOKING FOR NON URGENT APPOINTMENTS?

and to request repeat prescriptions on line. Register by emailing your email address to: administrator@newdispensarysurgery.nhs.uk

The reception team will then generate your pass code to be collected 48 hours later, please bring proof of identification with you when you pop down to the practice. We would like to encourage you to use this system to avoid waiting times on the telephone during busy times. We are sure you will find this a convenient way to book non-urgent appointments.

PLEASE NOTE PRACTICE FLU CLINICS Change this year

For those patients who are eligible for a flu vaccination (as listed above) our practice flu clinics will run from 1 October 2014, please ring 2 weeks before this date after 10.00am to make your appointment.

34

Was
Appoint

But please remember to cancel if you no longer need the appointment.

Electronic repeat prescriptions:
The practice also offers an Electronic Prescribing system enabling you as a patient to nominate a preferred pharmacy where your repeat prescription request can be sent directly. This

CHILDHOOD FLU VACCINATIONS

This year the Government has changed the children's seasonal flu vaccine cohort to include 2, 3 and 4 year olds. We will start to introduce this at our practice in September. You will be sent an appointment for your child soon.



EXPANSION OF CHASE MEADOW

As you will be aware whether or not you live on the Estate, that it is continuing to expand.

Our practice is taking on new registrations and has been able to cope with this additional workload with an expansion in the number of GPs at the practice. The practice will continue to monitor the growth in activity as the practice population increases and will reassess the position when or if it becomes necessary to do so in the future.

The PPG however were concerned that with the other plans to increase the housing stock across the wider geographical patch, about the ability

avoids an unnecessary journey to the practice. Please register with your pharmacy of choice.

OTHER NEWS

for Warwick Hospital to cope with the expected increase in residents. The PPG therefore expressed our concerns as part of the 'Local Plan' consultation, about the need to have joined up thinking which includes sufficient planning for local Health Services to reflect the increase in housing stock.

MYTON HOSPICE FUND RAISING SUPPORT



As local residents you will be aware of the wonderful work of the Myton Hospice. We as a practice and PPG are getting behind their latest campaign

'Don't Dump it Donate it'

So having a sort out? Regretting the over-enthusiastic purchases of all sorts of things. Patients and staff of the New Dispensary Practice can ask for a red bag to place old clothes into and return it to reception. The team will

Current PPG members

Monica Fletcher: Chair

Barbara O'Shea

Peter Lawley

John Holland

Tracey Neumann

Kimberley Warwick

Christine Rogers

Dr N Gill

NEW MEMBERS: We are seeking new members to join the committee. If interested contact Monica: 01926777535 for an informal chat

FAREWELL:
We would like to thank Stan Wallace for all his support over the last three years and particularly for his time as secretary to the group. He has decided to step down from the committee and we will really miss his enthusiasm and commitment.

then arrange collection by the Hospice to stock their shops to raise additional funds. Just ask reception for a bag and thank you!