

COLERIDGE MEDICAL CENTRE NEWSLETTER

JANUARY 2008

HAPPY NEW YEAR TO ALL OUR PATIENTS!

Whimble Branch Surgery

Whimble branch surgery is now open on Monday, Wednesday and Friday mornings 09:30 to 11:30 by appointment. Practice Nurse clinics are also available by appointment during these times. Please telephone our receptionists to book.

Whimble branch surgery is located on Church Road, Whimble; adjacent to The Victory Hall.

Patient Survey Questionnaire

With the help of volunteers from the Help Scheme we recently conducted our patient survey questionnaire. We aim to provide the highest standard of care and facilities and feedback from the survey will help us to identify areas that may need improvement. Your opinions are very valuable to us.

The survey results are currently being analysed by an independent specialist survey company, CFEP UK Surveys. We will be sent a report on our overall performance together with your comments. Comments made will remain anonymous and will not be attributed to you in any way.

The report provided by CFEP will be discussed with our staff and our patient participation group. We will feedback any planned changes as a result of these discussions.

Choice - Choosing your Hospital

If your doctor refers you to a specialist you have a choice of hospitals or clinics. Your doctor will be able to discuss your choice with you and give you a booklet explaining the choices available.

GP Patient Survey

The Department of Health has commissioned an independent survey company Ipsos MORI to carry out the GP Patient Survey on their behalf. This will be the second year of the survey, which is running at the moment. The aim of the survey is to collect information about your experiences with contacting the practice by telephone; consulting a GP within two working days; booking appointments ahead; seeing a preferred GP; practice opening hours; and, recalling a discussion about choice following a referral. More information can be obtained by visiting www.gp-patient.co.uk

Newton Poppleford Branch Surgery

Newton Poppleford Branch surgery is open on Monday, Wednesday and Friday mornings, starting at 11:30am. Please do not use this surgery to request repeat prescriptions.

Same Day Appointments

In our last newsletter we reported the trial of a new system of triage. We are pleased to report that the trial has been successful. On Wednesdays and Fridays. When all our appointment slots are full and you require an urgent appointment the duty doctor or practice nurse will telephone you to discuss your problem and find an appropriate solution. This may be asking you to collect a prescription or coming in to see the doctor or nurse in the minor illness clinic. Some of our practice nurses are running the clinic, including a nurse who has three years experience of working as a Nurse Practitioner in the Walk-In Centre in Exeter. The nurses can assess and provide appropriate treatment and self-care advice to patients with minor illness such as sore throat, earache, infections etc. It is hoped that this service will develop and expand offering you greater flexibility and choice when prompt assessment and treatment is requested. We would therefore welcome your feedback if you use this new service.

Ottery St Mary Medical Trust

The Trust was established in 1990 to provide equipment and facilities that are not normally available from the National Health Service. Funds are received in the form of donations and bequests usually from patients and their families. Recently funds have been used to purchase the following equipment:

Nebulisers - for patients with asthma

Neurothesiometer- for diabetic care

Cardio call - for patients with heart problems

Cryo Surgery Equipment - for patients with problematic skin conditions

Donations are always welcome and can be made through the Practice Manager (Trust Secretary) or any of the Doctors (The Trustees). The registered charity number for the Trust is 1002091

Provision of additional services

We are able to provide additional services in the practice, thanks to the generosity of those who donate to the Ottery St Mary Medical Trust Fund. The equipment purchased enables us to monitor and treat patients in the practice, reducing the frequency for referral to hospital. Where appropriate the equipment donated by the Trust is loaned to patients for the duration of their treatment.

Other services provided by the practice are ultrasound scans (with the exception of antenatal) and mental health work. These services enable patients to receive treatment close to home. Both these services can be accessed by referral from your doctor.

Staff Training

You may have noticed that on occasion the practice is closed for staff training. These training sessions provide valuable protected time in which our staff can participate in training and development. We believe a well-trained, skilled team will provide you with a better standard of care.

Facilities for patients

Our post box has been moved to a more accessible location, next to the front doors. Tactile paving has been laid at the front entrance. These changes were made as a direct result of your suggestions.

Missed Appointments December 2007

Unfortunately 149 patients did not inform us that they were unable to keep their appointments. This left time available that could have been used to see other patients. PLEASE if you are unable to keep your appointment please let us know.

Pulmonary Rehabilitation

The Pulmonary rehabilitation clinic started at the beginning of November. Patients with COPD (chronic obstructive pulmonary disease) are able to attend this clinic. Patients have the opportunity to meet other patients who are experiencing similar problems and have the opportunity to learn about and participate in exercises that are beneficial to their underlying condition.

Patients already attending clinics are very positive and enthusiastic about the exercises they are learning and the friends they are making.

If you would like more information please contact our Practice Nurse Team or your own doctor.

Quit Smoking

Stopping smoking is the single biggest thing you can do to improve your health, but it's a difficult task. Did you know that our practice nurses can help you? Please make an appointment with Nurse Lucy or Nurse Helen. You will receive advice and encouragement together with information on the products available to help you quit. The NHS Smoking Helpline: 0800 169 0 169 is open every day from 7am to 11pm or join the big quit at www.thebigquit.co.uk

Web Site

Our web site has been revamped and appears in its' new format at www.coleridgemedicalcentre.co.uk. We hope you will find the new web site easier to navigate. Thank you to all those patients who have used the feedback form. We do value your comments and welcome any suggestions you may have.

Some patients have experienced problems when attempting to access the new web site. These patients may need to clear the cache in their computer. In order to speed up web browsing, web browsers are designed to download web pages and store them locally on your machine in an area called "cache". When you visit the same page for a second time, the browser speeds up display time by loading the page locally from cache instead of downloading everything again. As we aim to update our web site frequently it is important that you are viewing the most up to date version. Instructions on how to clear your cache can be found on the internet by typing 'clear cache' into a search engine.

The Help Scheme

The Help Scheme continues to be as busy as ever.

Our volunteers have been assisting the Medical Centre this Winter with flu clinics and the patient satisfaction survey. Our volunteer drivers have been very busy transporting patients in and around Ottery and to hospitals in Exeter, Axminster, Taunton, Tiverton and Bristol.

Many thanks to all of you who supported our Christmas Draw. We raised £943.99 towards our funds.

If you would like to be involved with the Help Scheme (as a volunteer or a fundraiser) please contact Pat Lane or Jane Ross on 01404 816700

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