

Madeley Practice Newsletter

Autumn 2022

Staff Updates

Nurse changes: Georgina has moved practice to be in walking distance from home, which means she can finally get the dog she has been looking forward to. Many of you will know that she was with us through her fundamentals training before joining the team. We are looking forward to appointing a new member of the team in the near future.

Doctors: Dr Troth has joined us. She is due to start her maternity leave but will then be back with us for a year.

Flu and COVID Immunisations

It is that time of year. Flu vaccines clinics are mostly booked now but we will contact those still to decide. We should have delivery of the Covid vaccine Moderna to administer alongside the flu for those wishing to have both vaccines together. There will be a separate clinic for patients wanting the vaccines at different times.

Easy Fundraising

Thank you to everyone that uses easy fundraising to support the practice. For those who would like to, this costs you nothing but a little extra time. You register your name and email with www.easyfundraising.org.uk, having searched for Madeley Practice patient's Fund as the cause to support, then order the shopping you were planning. There are most online shops available, but also insurances, garages and many more. So far the fund has raised £475

CCG has now become the Integrated Care Board

The ICB is taking on the planning functions previously held by the CCG, they are working towards the long term plan that has been drawn up by frontline staff, patient groups and national experts. This involves responsibility for NHS functions and budgets. The delay, having supposed to be coming into effect in April 2022 but taking place in July 2022, was to enable parliamentary processes to take place and in part because of the priorities with the ongoing Pandemic response.

Yoga4Health

Yoga for Health is a free 10 week course in Silverdale, Wed 10-12 midday from mid Sep. It is aimed at patients with stress, anxiety, depression, weight loss, cardiovascular/heart health and reducing the risk of type 2 diabetes.

If you are interested and think you might be eligible please call Emma Clare on 07905612748 or email emmayoga4health@outlook.com

Patient Satisfaction Survey

This year our satisfaction survey (sent by text to all patients who had either an in house or telephone consultation with a nurse or doctor) was set by the CCG (before they became the ICS/ICB). We added a *General Comments* section to give patients the opportunity to feedback anything they wish or explain their answers.

Responses

Over the 3 months the survey was conducted there were 948 responses (our highest response rate to date). This was 19% of the total number of appointments offered.

Results

84% of patients use the telephone to book appointments and found this system easy to navigate.

Of the GP appointments available 80% were satisfied or very satisfied with the availability.

When asked about using the GP website for information 50% of patients said they did not use this. The spread of the other 50% was such that we suspect people hadn't realised that the survey was asking specifically about the website as we do not get that number of hits in a year on the website.

Comments

Thank you everyone. Your responses were overwhelmingly positive about your experiences with the Practice.

There were 2 comments where patients didn't like to explain their reason for wanting an appointment and 1 comment about not understanding how we could be full when the waiting room was empty.

Further to that there were a number of comments about the queuing system with the phone and ad-hoc comments related to continuity and validity of triaging patients.

Plans

1. Availability of appointments

- a) We will continue to offer a mix of telephone and Face to face appointments as this means that we can help many more patients than just face to face alone.
- b) We will continue to offer all of the doctor appointments online as well as for patients coming in and/or phoning. These slots are available as pre-bookable and on the day. Where doctors extend for emergencies these will not be available on line. Please continue to be respectful about booking an emergency slot as we have patients that are not urgent booking these appointments but saying it is.
- c) Nurse appointments are more difficult to offer online as there is variety of times that different problems need; if we were to offer these on line we would lose the flexibility overall and start having to have set clinic times which we feel would not be ideal for most. We are trying to open some standard slots (e.g. for contraception, smears, hypertension and HRT).

2. Booking of appointments (also phoning for results and to order medications).

- a) If you have the internet it is worthwhile signing up for internet access (photo and proof of address ID would be needed for us to activate this for you). This means you can book appointments (pre-bookable up to 6 weeks in advance and on the day

from 8:30); order your medication; look at your results and your GP records. The more people that are able to do this the easier it will be for those that can't to get through on the phone overall.

- b) We ask for the reason for the appointments for many reasons and will continue to do so. This helps reception to give you the most appropriate appointment and the time you need wherever possible. This includes first contact physio appointments, mental health nurse appointments, paramedic, pharmacy, nurse and doctor appointments. As with other articles over the years you don't have to explain the reason but you may then need to rebook. Please understand the time constraints the team are working with (all of the 'while I am here' and the urgents we fit in means that every patients appointment is compromised to a degree). Because emergency appointments are added with good will, rather than advising our patients to go to the walk in centre, you will always need to give a reason if you need an emergency appointment.

3. Feedback

- a) The queues on the phone - there is no way around this short of stopping the function. The majority of patients have preferred this system so we will keep it for the time being but you have the option of hanging up and trying again at a quieter time.
- b) The Empty waiting Room - this is not a reflection of no work. The way we have structured the appointment system post-Covid means that we are often not keeping patients waiting as may have happened in the past which means that the waiting room doesn't back up. We feel this is a positive. When we have an emergency or when patients come with many problems or bring their family members to appointments to be dealt with at the same time then you will notice that the waiting room fills up. Please be frank with reception about your needs.
- c) GP services and the practice - we will continue to publish things on Facebook, in the newsletter, on the noticeboards, in person/on the phone and on our website. Facebook is the most immediate way for patients to see things that might change / be available.

4. Extended Access Change of Service

Our Monday evening service will not run as it has been doing.

The service will now be run Monday to Friday evenings from Bradwell and on a Saturday from Basford House and/or local Practices within the PCN.

Whilst we appreciate this may mean travelling a little further this is a significant expansion of the current service for all patients that will hopefully make it easier for patients with commitments during the day to access health care.

Finally, an apology that further to the survey comments, we can't approach people individually as the survey was anonymous. It is never a problem to let us know about the problems you encounter. Most of the time the staff you are seeing will be able to help you with the issues but otherwise you are welcome to call our practice management team.

Madeley Practice Patient Fund and Patient Participation Group

The fund continue to meet every 2 months, all are welcome if you are interested in helping us raise funds. You don't have to be on the committee to participate.

Further to the jubilee tombola and lucky dip we raised £318, an incredibly successful day. Thank you to all who donated prizes and supported the stall at Madeley.

The fund have supported the Practice with additional screening awareness work as through the Pandemic patients were unable to participate as normal. This work will be conducted over the coming months and patients will receive information outside of the normal screening recall. We have also agreed to the provision of 7 further paediatric pulse oximeters that will hopefully be delivered in the near future for use by the clinical team.

Further to the formal GP survey the PPG were asked to conduct a mystery shopper questionnaire by trying to book an appointment. Similar to the patient's questionnaire the time holding on the telephone was up to 12 minutes (on one questionnaire, first thing in the morning the practice was so busy there was no queuing capacity left).

The next meeting will be Wednesday, 2nd November 6.30pm at Madeley Practice

Surgery Opening Times

	Opening times	Additional services
Moss Lane Surgery	Monday - Friday: 8.30 am - 6:00 pm As of the 1 October 2022	Additional pre-bookable extended access appointments will be available evenings and weekends. Phlebotomy service, by appointment on Thursday & Friday morning
Baldwins Gate Surgery	Monday - Friday: 9.00 am - 12 noon	Phlebotomy appointments on Tuesday morning
Surgery Telephone number	01782 750274	
Emergencies when we are open	01782 750274	
Out of hours emergencies	111, if life threatening call 999	
Repeat Prescription 24 hour answerphone	01782 750790	
Practice website address	www.madeleypractice.co.uk	
Follow us on facebook	Madeley Practice	

Self Referral Numbers	
Wellbeing Service (Counselling)	01782 711651
CAMHS Child and Adolescent Mental Health	0300 123 0907 (Option 4)
Smoking cessation Services	03330 050095
Alcohol and Drug Services	01782 639856
Everyone Health (for NHS Health Checks)	0300 005 0093 Mon - Fri 8am-6pm
Cobridge sexual Health Clinic ST6 2JN	0300 7900 165 for appointments Walk in service also available
Maternity Direct Booking Line	01782 672181
Urgent -Maternity Assessment Unit	01782 672300 (24hr Helpline)
Non urgent- Bradwell Community Base	03001230905 ext 616 (Mon- Fri 9am - 4pm)
Termination of Pregnancy Service	0333 004 6666nupas.co.uk/book-an-appointment/

