

Wells Park Practice

Issue 49

Practice Newsletter January 2019

Happy New Year!

Happy New Year and a Healthy and Prosperous 2019. We hope you had a lovely holiday. At the beginning of each year, people tend to make decisions about lifestyle changes. Just so you know, we are always looking for ways to help our patients stay healthy, as well as helping them when they get ill. One of the best ways to protect your health as you are probably aware, is to stop smoking. We offer support to help you quit smoking. Please book an appointment with Maria our Smoking Cessation Counsellor and she will be happy to offer smoking cessation support. She is here at the Practice every Thursday from 2.00pm to 5.00pm. Alternatively, you may visit <https://www.smokefreelewisham.co.uk/> for information about everything you need to know about giving up smoking.

Thank You

We held our Open Morning on Saturday 15 December 2018. We

would like to thank all those who attended and participated in our cake sale to raise funds for Cancer Research. A total of 41 patients attended. The morning was a great success with many positive feedback received. It was a pleasure to see those of you who came. We were able to provide useful information on the process for managing repeat prescriptions. The cake sale to raise funds for Cancer Research was also well received; we raised a total of £170.73. If you missed this event, copies of the presentation is available on our website and in the waiting room. We received suggestion for future charity involvement during our open mornings. We will keep you informed about future events.

Friends and Family Test

We received 267 completed forms in December 2018. Of these, 167(62.55%) stated it was extremely

likely they would recommend us to their friends and family, 60(22.47%) likely, 14(5.24%) were neutral, and 23(8.61%) were unlikely and extremely unlikely. We are very grateful for your feedback.

Staff Update

Good news - Dr Katherine Ward has returned to work from maternity leave. She is available every Monday and Wednesday.

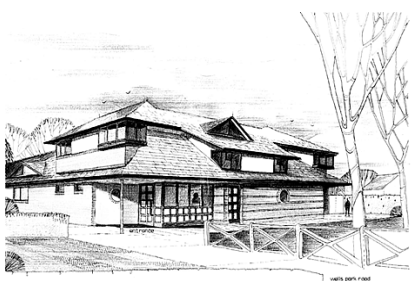
Regular Texts

We would like to thank you all for responding to our texts by booking appointments for your reviews. Going forward, we plan to continue to send you texts on a phased basis to ensure we manage to review your health conditions. We will in some instances also message you with other ad hoc information. You will not be able to reply to them but they show the name of the Practice at the bottom. Please make sure we have your current mobile number on our records.

WELLS PARK PRACTICE

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GP Patient Survey

From January to the end of March, more than two million people registered with GP practices will be invited to answer a postal questionnaire about their experiences.

We thought we might remind you of some of our recent improvements:

You told us that you experience difficulties in getting through to us by phone.

- We have employed additional staff to answer telephone calls
- All admin staff are required to answer telephones during peak periods
- We monitor our telephone statistics daily, checking calls answered against calls missed
- We have reduced our telephone prompt from 3.5minutes long to less than one minute
- We proactively telephone some of our vulnerable patients to check in with them
- Your specific GP will return your call within a given time frame if appropriate to do so

You told us you experience difficulties booking appointments

- We aim to deal with all appropriate requests presented where possible on the same day
- We are able to signpost you to alternative services
- All prebookable appointments have been made available online
- "Ask NHS" App is available for our patients
- We have nominated social champions who will ensure appointments and care for vulnerable patients are well managed
- Our website has recently been updated to include contact details for a wide range of community support groups

You told us you the time you wait to be seen by a clinician is unacceptable

- We run regular audits to identify where and when clinicians run late
- We facilitate prompt starts with clinicians

where this is identified as a regular trend

- Increase length of consultation times where essential

We remain grateful for your support and constructive feedback.

Flu Update

We still have some vaccines available. If you wish to have your flu vaccination please contact us by phone or email, or simply call into the surgery and speak to any of our reception staff. Remember anyone can get flu, but it can be more serious if you suffer from other health problems. Please ask your GP or Practice Nurse if in doubt.

Wasted Appointments

We offered 5574 appointments in December. 273 (4.89%) people who booked, did not show up, and failed to cancel.

Practice Closure:

We will close for training at 12.30 on Tuesday 5 February 2019

Regards
Antonia