



# SPRINGFIELD SURGERY NEWSLETTER

**MARCH 2009**

## **PATIENT SURVEY RESULTS**

Many of you completed one of our survey forms towards the end of last year, the results were analysed independently and 89% of respondents rated our services as good, very good or excellent. The full results are displayed on our information screen in the waiting room.

Some areas of concern for patients were our appointment availability and telephone access to the surgery although our ratings for these have improved over the last year. We are planning to install a new telephone system later in the summer which we hope will mean less waiting time when you telephone us. We are aware that sometimes patients feel that it is difficult to book an appointment with their Doctor, however we do constantly monitor our availability and try to adjust our surgeries to suit demand. If a convenient appointment cannot be found for you, you may be asked if your Doctor can telephone you to discuss your concerns. A continuing problem which affects the appointments we have available is the number of patients who do not come for their appointment, nor do they telephone us to cancel - George Britchfield, Chairman of our patient group has more to say on this issue in his column below.

## **MESSAGE FROM GEORGE BRITCHFIELD - CHAIRMAN OF OUR PATIENT GROUP**

At Springfield Surgery we have an appointment availability that is the envy of many patient groups and it is easy to take that availability for granted. In my introductory article I outlined the role of the Patient Group and how, as a committee of ordinary people, we wished to encourage the reduction in patients who make but fail to attend their appointment with a health practitioner whether that be with a doctor, nurse or Health Care Assistant. 'Did Not Attend' (DNA) is a dreadful waste of resources and an unnecessary loss of valuable surgery time; imagine the reaction if the doctors or nurses didn't bother turning up!!

I am pleased to report that the number of DNAs has been reduced by almost 25% in the last few months compared to the same period last year. This reduction is to be commended and the administration team have worked hard to promote the awareness campaign but still five appointments, every working day, are wasted and therefore unavailable for patients who might otherwise benefit.

It only takes a few moments to contact the Surgery and inform them that you are unable to attend or no longer need the appointment made. It's as easy to cancel an appointment at midnight as it is at mid-day and the more notice you can give the more likely it is that another needy patient can be accommodated.

**TO CANCEL AN APPOINTMENT DURING SURGERY HOURS DIAL 01280 704122 AND LISTEN TO THE INSTRUCTIONS TO LEAVE A MESSAGE**

**Patients registered to use the Online Booking can also cancel both Doctor and Nurse appointments – anytime by using their log on details.**

**TO CANCEL AN APPOINTMENT OUTSIDE SURGERY HOURS DIAL 01280 704122 AND WAIT FOR THE RECORDED MESSAGE INSTRUCTIONS TO FINISH THEN LEAVE A MESSAGE.**

## More News!

### Playtex Moon walk - May 16th 2009

Our Practice Manager, Deena, is once again taking part in the Playtex Moonwalk, which is a 13 mile walk at midnight through the streets of London to raise money for Breast Cancer and cancer care charities. Last year she raised over £570 and is hoping to beat that figure this year. She can be sponsored in either of two ways, there is a form available at reception or you can visit her fundraising page:

[www.justgiving.com/deenatomkinson](http://www.justgiving.com/deenatomkinson)

### LATE ARRIVALS

If you arrive late for your appointment, we will ask the Dr or Nurse whether they are still able to see you. However - please be aware that if you arrive more than 10 minutes late for your appointment you will automatically be asked to rebook for another time, unless the matter is medically urgent, in which case the Dr/Nurse will be asked when he/she can see you.



### REGISTRAR NEWS

Congratulations to Dr Janet Reeve, one of our current Registrars who got married on Saturday March 28th - thankfully the rain stayed away. We welcomed Dr Diana McEwen in February, who will be with us for 6 months until August when both she and Dr Reeve will move on to pastures new. We will be joined by Dr Michelle Fletcher in August who will be here until February 2010.

### ONLINE BOOKING

Over 20% of our patients are now registered to use our online service. For patients who do not have access to the internet, we would like to reassure you that we only allow a proportion of our appointments to be released online to ensure that we have enough availability for patients who need to telephone or call in to book an appointment.

### STAFF NEWS

Many of you will know Jean, our Practice Nurse, who has been with us since the old days in Pebble Lane. She has decided to retire later this year and will be greatly missed by both staff and patients alike. If you would like to make a small contribution towards a leaving gift for Jean, then please ask at reception for details. We will ask you to sign your name and any message so that we can put everyone's good wishes into a card for her.

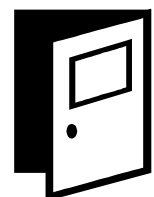


### NEW DOORS

We have now installed automated doors. These are operated by a touch pad by the main entrance to the building. There is another touch pad to operate the internal door once you are inside the lobby.



Touch pad



### LONGER APPOINTMENTS

Our standard appointment length with a Doctor is 10 minutes, if you feel however, that you will need longer than this then please ask for a double appointment when you book and we will do our best to accommodate your request.