

# WELLINGTON HOUSE PRACTICE

Wades Field, Stratton Road,  
Princes Risborough  
Tel: 01844 344281  
Fax: 01844 274719

5 Station Road,  
Chinnor  
Tel: 01844 351230  
Fax: 01844 354328

---

Dr M Knightley   Dr C Partridge   Dr S Stamp   Dr L Kew   Dr M Mulholland   Dr R Shah  
Practice Manager: Lesley Munro-Faure

---

## PRACTICE NEWSLETTER

The purpose of this newsletter is to develop an on-going partnership between the practice and patients to help us to continuously improve the service that we provide. There have been many changes within the practice over the past two years and this first newsletter will focus on these. We aim to produce a newsletter two to three times a year and would welcome feedback on issues/topics you would like to see included.

### ► NEW APPOINTMENT SYSTEM

The new appointment system has now been operating for over nine months and we thought a question and answer session covering the questions that have been raised during this time might be useful.

#### **Why change the system?**

We are aware that currently patients sometimes have to wait too long for an appointment. This new system aims to provide access within 48 hours. The requirement to be able to see a GP within 48 hours is a government initiative implemented nationally from the 1st April 2004. We implemented this early but all practices will need to consider how they meet this target in the current year.

#### **What changes have been made?**

We have changed the system so that most (but not all) appointments are available on the day rather than being pre-booked in advance.

#### **I don't want to be seen today, I want to be seen in two weeks**

We aim to see you on the day you want to be seen. Ring early in the morning on the day you want to be seen and we will aim to fit you in. If, however, you cannot make on the day appointments there are some appointments that can be booked in advance. There will, however, be a wait for a pre-booked appointment, you will not be seen within 48 hours.

#### **Are the day only emergency appointments – will I have to turn up and wait?**

These are not emergency appointments. You will be booked for a specific time and we will aim to see you at that time. There may sometimes be a wait depending on the needs of the patients seen before you.



March 2004



**Can you fit in other members of the family at the same time?**

If the appointments are available everyone in the family who needs a consultation will be seen. Each appointment is, however, only for one person.

**I need to see my normal doctor, not anyone else**

Providing you ring early in the morning for an am appointment or 2pm for a pm appointment we will try to give you an appointment with the doctor of your choice, if they are working that day. If no appointments are available you will be given the choice of seeing someone else or calling back another day. Every doctor has access on line to your medical records and can see previous consultations, test results, referral letters etc.

**I really have to be able to pre-book an appointment – I need to arrange transport etc**

Pre-booked appointments are for those people who really cannot book on the day. There are only a few pre-bookable appointments available so if you need to pre-book you will not be seen within 48 hours.

**I am a very busy person who cannot just ring on the day – I need to organise my appointments well in advance**

The aim of advanced access is to enable you to ring on the day and get an appointment, this should increase flexibility and mean that you can make an appointment to fit with your commitments which, for busy people, often change at the last minute. In cases where this is not possible a small number of pre-bookable appointments are available.

**I only have a query – I don't really need to see the GP?**

As now, the GP's are happy to make phone calls. If, following a call, the GP feels you need to be seen, they will arrange an appointment

**What happens when all the appointments have been booked?**

Although before we changed to the new system we looked at our appointment capacity and made sure it was adequate to cope with patient demand there are, occasionally, days where the demand for appointments simply outweighs the number of appointments available. In this case you may well be asked if you can attend at the other surgery for an appointment (ie be offered an appointment at Chinnor although you are normally a Risborough patient or vice versa). If this is not possible for you or we have already booked three quarters of the available appointments at both surgeries, our receptionist will take your telephone number and a doctor will call you to discuss. Together, you and the GP will decide if you need to attend the surgery and be seen or if the doctor can provide a telephone consultation.

**When is the best time to ring to make an appointment?**

If you need an appointment on the day, please call as soon as possible to 8:30am for an am appointment or 2pm for a pm appointment. If you need to make a pre-booked appointment, we suggest you call between 10am and 12:30pm or after 3pm.

**What feedback have you received on the system so far?**

Generally the feedback has been positive, particularly as patients realise that there are some pre-bookable appointments available. The main problem initially was difficulty in getting through on the telephone at busy times. To resolve this, we have installed a new phone system in both surgeries.

## ► NEW PHONE SYSTEM

In response to patient feedback, we have recently installed a new telephone system. Key features are:

- We have significantly increased the number of incoming lines.
- At each site, we have a call queuing system. This means that, rather than hearing an engaged tone if the lines are busy, you will be held in a queuing system. Given that we have a limited number of receptionists to



answer the phones we have installed a system that holds a maximum of 4 people. This means that there will only ever be 3 people ahead of you in the queue, which should mean you don't spend too long in a queue. Hopefully, this will have the advantage that you know you are in the system and will be answered within a reasonable period of time

- Telephone numbers remain the same: 01844 344281 for Risborough and 01844 351230 for Chinnor
- Both lines have a system to enable you to by-pass the queue in case of an emergency. In this case a separate emergency number will ring which will be answered immediately. In order to keep this line free for emergencies no other queries will be answered. If you call this line with a non emergency then you will be asked to call back on the normal number.

## ► DOCTORS SURGERY TIMES

To make it easier for you to book an appointment we have included below a list of the sessions that our GPs normally work. These can, however, change when doctors are on holiday, training, attending meetings etc.

Although availability varies between days and individual doctors, appointments are generally offered as follows:

Princes Risborough	8.40 am – 11:50am	4.00 pm - 5.50 pm Closed Tues pm
Chinnor	8.40 am – 11:50 am	4.00 pm - 5.50 pm Closed Wed pm

	<b>Princes Risborough</b>	<b>Chinnor</b>
Monday am	Dr Partridge Dr Mulholland Dr Shah	Dr Knightley Dr Stamp Dr Green
Monday pm	Dr Kew Dr Shah	Dr Knightley Dr Stamp Dr Partridge
Tuesday am	Dr Kew Dr Shah	Dr Knightley Dr Stamp Dr Green
Tuesday pm	Dr Mulholland Dr Shah	Closed
Wednesday am	Dr Partridge Dr Mulholland	Dr Knightley Dr Shah
Wednesday pm	Closed	Dr Knightley Dr Mulholland
Thursday am	Dr Partridge Dr Kew	Dr Knightley Dr Stamp Dr Shah
Thursday pm	Dr Partridge Dr Shah	Dr Knightley Dr Stamp
Friday am	Dr Mulholland Dr Shah	Dr Knightley Dr Stamp Dr Green
Friday pm	One GP on rota basis	One GP on rota basis

In addition, we have appointments with our GP registrar. Until August 2004 this is Dr Jonathon Gough and from August will be Dr Manoj Sekharan. A registrar is a fully-qualified doctor who has spent at least five years working in a hospital environment before joining us to gain experience in General Practice.

## ► UPDATE ON FLU CLINICS

Flu can be a very serious illness both for older people and for young people with certain chronic diseases. This year we ran our normal flu clinics for everyone over 65 and we also, in response to a request from the Chief Medical Officer, actively targeted those in identified at-risk groups for vaccination against the flu virus. The groups we targeted were:

- **All people over 65**
- **All people under 65 with:**
  - **diabetes**
  - **chronic heart disease**
  - **COPD/asthma**
  - **stroke**
  - **suppressed immune system**

We achieved the following immunisation levels:

	% Immunised	National Target
Over 65's	72%	70%
Diabetes	83%	85% for 2004/5
CHD	80%	85% for 2004/5
Stroke	75%	80% for 2004/5
COPD	82%	85% for 2004/5
Asthma	62%	70% for 2004/5

For 2003/4 national targets were set only for patients in the over 65 group but for 2004/5 targets have been set for all the chronic disease groups as shown. The high target levels reflect the seriousness of flu for these groups of patients. Although we did well this year, next year we will have to work even harder together to make sure everyone in these groups is given the opportunity for a flu injection. Although it seems early to be talking about flu injections now, we will begin planning our next year's flu campaign during August 2004 so if you have any suggestions on how we might do things better do please let us know.

## ► FEEDBACK

The practice works best if the doctors, patients and practice staff work together focusing on understanding what patients want and what services the practice can provide. We in the practice constantly review the way we work, looking for ways to improve the services we provide and the way we provide them but this works best if we also have input from patients. To do this we pro-actively seek your views from time to time, we have done this a couple of times recently on the new appointments system and also formally once a year via an independent patient survey but we welcome patient feedback at any time.

If you have any feedback on either the contents of this newsletter or the practice generally, please do contact the practice manager: Lesley Munro-Faure on 01844 271203.

