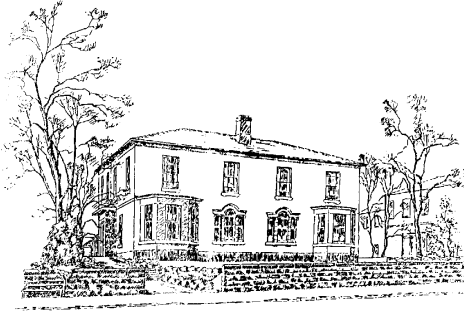


The Osmaston Surgery



Newsletter

February 2012

Patient Participation Group

We held our last meeting on Wednesday 25th January 2012, the main topic for the meeting was 'the appointment system'. A copy of the minutes of the meeting will be available on the website soon, paper copies will also be made available in the waiting rooms, if there are not any copies out please ask at reception. If you would like future copies e-mailing to you please let reception know.

It was a positive meeting and nice to hear the positive comments about the service we offer as well as the questions as to why we operate the appointment system as we do. Thank you to all those that attended.

Our next meeting is due to be held on **Wednesday 21st March 2012 at 2:30pm**, it would be nice to see you there, if you are unable to attend but would like to contribute comments/concerns please put them in writing before the meeting addressed to Tanya Willison.

Website

The practice website address is:

www.osmastonsurgery.co.uk

You can add comments on the website, order your repeat prescriptions, see copies of the newsletter, minutes of the Patient Participation Group meetings, up to date clinic information and lots more. We are currently looking at adding the ability to book appointments.

Patient Questionnaire

If you have visited either a doctor or nurse over the last couple of weeks you may have been asked to complete a questionnaire, this consisted of just 2 questions and then the opportunity to make any other comment. We are currently collating the results of the survey and will publish the results as soon as possible. Thank you to everyone who took the time to complete the questionnaire.

Please also remember that if you would like to make any suggestions as to how we can improve the service we offer put these in writing addressed to Suzanne Rigby, Practice Manager at anytime.

Latest News

Dr Katherine Long has had a little girl both mother and baby are doing well.

Whilst Drs Olivia O'Connell and Katherine Long are on maternity leave you may see a few unfamiliar names amongst the doctors. To ensure we are offering enough appointments we are employing locum doctors to help the partners and our regular doctors. If you have a good experience with any of the doctors or any concerns about any of the doctors please let us know, we value your opinions.

Missed Appointments

During the month of January **94** nurses appointment were lost, totalling approximately **31 hours** and **254** doctor appointments were lost, totalling approximately **48 hours**.

If you are unable to attend your appointment please remember to try and cancel it in plenty of time so that someone can make use of the appointment. Thank you

New Years Resolutions

If you are thinking of stopping smoking as one of your New Year resolutions remember we can offer you support at the surgery. We have two 'fresh start' advisors at the practice, ask the doctor or at reception for further information.

We offer appointments at the following times:

Monday 10:30am – 1:00pm

Wednesday 7:30am – 10:30am

Friday 4:10pm – 5:10pm

Your first appointment will take approximately 30 minutes and your follow-up appointments are just 10 minutes on a weekly basis. You can also visit the website

www.freshstart.nhs.uk or telephone Freephone 0800 707 68 70, local number 01332 861174 for advice or if the appointment times we offer at the surgery do not suit your busy schedule.



The Appointment System

We are currently offering on average 1140 bookable appointments with a doctor per week (not including the 'extra' appointments when a doctor asks you to come down at 12pm or 6pm), these range from 8am in the morning, until 7:20pm in the evenings on Mondays, Tuesdays, Thursdays and Fridays and until 4:30pm on Wednesdays. We also offer doctors appointments between 8am and 10:30am on Saturdays.

Our nurse appointments start at 7:30am or 8am in the mornings and go through until 6pm depending on which clinic you need to attend, nurses also offer appointments on Saturdays between 8:15am and 11:30am.

Although we open the doors at 7:30am each morning we do not take over the telephone lines until 8am.

Remember that if you have an on-going condition or you want to see the same doctor you can book appointments up to 2 weeks in advance.

Approximately a third of the appointments are available 2 weeks ahead, a third 2 working days ahead and the other third are released on the day.

During the month of January we also carried out 140 home visits to patients that were too sick to attend the surgery.

Childhood Immunisations

If you are unsure of your child's immunisations/vaccinations and you would like to make sure they are up to date please ask at reception. It is important that we protect children as much as possible against diseases that can have a life long affect on their health and wellbeing. When asking reception for this information it would be helpful if you have your child's 'red book' with you as this can help us check for you more quickly. If your child has had some vaccinations in another country any documentation you have will be useful to help us assess if your child has all the vaccinations required in this country as different countries have different vaccinations at different times.

Adult Blood Tests

If you need a blood test and we do not have a time that is convenient to you at the surgery you can take your form to the following clinics to have your blood taken, the results will still come to the surgery.

DRI (now called London Road Community Hospital LRCH) Clinic F, Monday – Friday 7:30am – 4:15pm

Coleman Street Health Centre, Monday – Friday 8:30am – 1pm

Village Health Centre, Tuesday –Thursday 8:45am – 1pm

Peartree Clinic, Monday – Thursday 9am – 11:45am

Derby Walk-in Centre, Wednesday & Thursday 3pm – 6pm and Saturday & Sunday 8am – 12pm (midday).

Revive Healthy Living Centre, Monday 9am – 12pm midday and Friday 9am – 1pm

All of the above are walk-in clinics, no need to pre-book an appointment.

Children's blood tests please ask at reception for the latest information.

Travel Vaccinations

Remember to book your appointment with the practice nurse for travel advice in plenty of time before your holiday. Ideally to gain the maximum protection whilst on holiday you should have your vaccinations 6 – 8 weeks before travelling.

It is helpful when you make your appointment to let reception know where you are travelling to so that the nurse can be fully prepared with the relevant information.