

# PATIENT NEWSLETTER



**danetre**medicalpractice

Working together for better healthcare

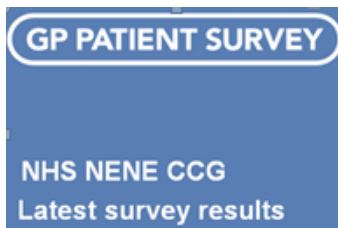
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Welcome to the Winter Edition of YOUR Patients' Newsletter. We hope you enjoy reading through and finding out what's happening within YOUR practice.

## Issue: Winter 2016

### DMP Top Scoring - GP Patient Survey Results

Danetre Medical Practice is the **highest scoring GP Practice in Daventry** in five of the top key questions in a recent GP Patient Survey. The Practice also scored higher than the average for Nene CCG (the commissioning group on behalf of GP Practices across the county) in the five sections below.



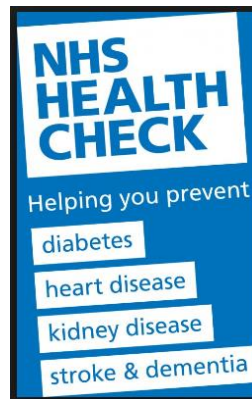
This survey is an England-wide survey providing practice-level data about patients' experiences of their GP Practices. Data was collected from July –

Sept 2015 and again from January – March 2016. Over 18,000 questionnaires were sent out with a return of 43% (almost 8,000 returned).

The survey looked at patients' experiences across a range of topics, including making appointments, waiting times and perceptions of care at. DMP's scoring on some of the key questions is below:

Question	Score	Position
<b>Overall, how would you describe your experience of your GP surgery?</b>	91% said "good"	Highest in Daventry Higher than Nene CCG area average (84%)
<b>Generally, how easy is it to get through to someone at your GP surgery on the phone?</b>	73% said "easy"	Highest in Daventry Higher than Nene CCG area average (68%)
<b>Helpfulness of receptionists at GP surgery?</b>	90%	Highest in Daventry Higher than Nene CCG area average (86%)
<b>Success in getting an appointment?</b>	86%	Highest in Daventry Higher than Nene CCG area average (85%)
<b>How do you feel about how long you normally have to wait to be seen</b>	64%	Highest in Daventry Higher than Nene CCG area average (57%)

### NHS Free Health Checks



NHS Health Checks are being offered to people aged between 40 and 74 once every five years. The check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes.

If there are warning signs, then together we can do something about it. By taking early action, you can improve your health

and prevent the onset of these conditions. There is good evidence for this.

The health check appointment should take about 20 minutes and is based on straightforward questions. Following the check you will receive free personalised advice about what you can do to stay healthy.

So if you receive a letter inviting you to book, please contact us to arrange your free NHS Health Check.

### Patient Self Check in Terminals

We are now back up to full strength with our self-check in terminals. We have been operating for a while with a single terminal since one broke, but this has now been replaced and will help speed up patients' checking themselves in at Reception. If you need any help in checking in, please speak to one of our advisors at Reception.

### Veterans

Are you a veteran of any of our UK armed forces? If so it is very important that you tell us when you register as a patient. The NHS makes special provision for the support of military veterans who are given priority for service related conditions associated with their time in the armed forces.



Dr Gareth James • Dr Judith Viira • Dr Amy Butler • Dr Trudy Lewis

Managing Partner – Mrs Jo Gilford

However, please note this is always subject to your clinical need and does not mean that veterans are treated ahead of someone with a higher clinical need. It should be noted, you are a "veteran" even if you only served for a single day and were then discharged.

## Online Bookings

As many of our patients already know, Danetre Medical Practice have for some time enabled patients to make routine appointments with a Doctor online as well as order repeat prescriptions.

These services can be accessed via our website at [www.danetremedicalpractice.co.uk](http://www.danetremedicalpractice.co.uk)

If you haven't already registered, all you need to do is see one of our staff who can advise you of the steps



you need to take. You will need to bring with you one piece of ID, for example a bank card, a driving licence, utility bill or a

passport. We will then give you login details and a password to allow you to access and book appointments and request repeat prescriptions.

## Staffing Changes

- The Practice is delighted to welcome its new Operations Manager Sam Hall who has recently joined us.
- Dr Laura Trotter has recently married and has changed her name to Dr Laura Knight.
- We have a new GP starting in April and we will let you have more details about him in our Spring 2017 Newsletter.
- Sadly we said goodbye to Dr Catherine Blackman. Her patients have been transferred, temporarily, to Dr Viira, Dr James, Dr Lewis and Dr Butler and then to the new GP in due course.
- Whilst we wait for our new GP to start, we have four new temporary GPs working at Danetre Medical Practice on various days of the week. They are Dr George Kryionymou, Dr Jo Sewell, Dr Reka Kalyani, and Dr Mike Dunlop.

## IMPACT Nurse – Asthma and COPD Clinic Invitations

We are fortunate to have a respiratory specialist nurse who is helping the practice to review our asthma and COPD patients. If you receive a letter inviting you to one of the clinics please take advantage of this

extended appointment so that we can help you manage your symptoms and ensure you don't have any restrictions on your day to day activities.

## PRG Research

Our Patient Relationship Group (PRG) are undertaking a piece of research which will involve them looking at the existing carers' resources in the practice, evaluate it, seek feedback and ultimately improve it. They are looking at what information the practice can provide all carers in order to support them both for their needs and the person who is being cared for.

The PRG will look to identify what information carers need and put together a list of other networks and support available in the wider community.

They aim to produce a 'Carer's Handbook' which will contain a wealth of useful information to support them in their role. This will then be put forward as an entry into the National Association of Patient Participation Engagement Research Award 2017.

## Having Trouble getting an appointment?

If you cannot keep an appointment, please let us know so that we may offer it to someone else. We have a serious problem with patients failing to attend pre-booked appointments.



We operate a tough policy for patients who have booked and failed to cancel; these waste the doctor and nurses' time and prevent other patients from accessing our service.

If patients repeatedly miss appointments, they will be asked to look for another surgery to provide their health care.

In December 2016 we had 200 patients who didn't attend their appointment. Patients who miss their appointments and don't cancel cost the Practice approximately £12,000 a year. With this money we could have carried out an extra 75 blood tests every day for a whole year if those appointments had been available.

To cancel an appointment, please call the surgery on 01327 703333 during opening hours, or call and leave a message on our cancellation line 01327 708537.

**Please note our PLT Training dates. We close at 12.30 on the dates below. Please call 111 if you require medical assistance.**

**8<sup>th</sup> February  
8<sup>th</sup> March**

**5<sup>th</sup> April  
10<sup>th</sup> May**