

# THE WASHINGTON POST

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## NEW PRIMARY CARE CENTRE PROPOSED FOR BRACKLEY

The three Brackley GP Surgeries (ourselves, Springfield and the Health Centre) have been in discussions with the Primary Care Trust (PCT) about the future provision of healthcare in the town.

Brackley may expand over the next ten years, and we want to ensure that healthcare facilities grow to provide the extra capacity needed.

One of the problems we have at Washington House is limited car parking space. This is not only a difficulty for patients wishing to park on busy days, but it is also a nuisance to our neighbours as patients can clog up Halse Road and block private entrances.

We are also a training practice and can have as many as three trainee GPs in addition to our five permanent doctors. Finding adequate consulting space is often a hit and miss exercise!

There are many services we would like to develop for our patients which cannot currently be offered in our premises, either because we have no room or because the facilities need upgrading (enhanced minor surgery would come under the latter constraint).

The PCT have indicated that



they would consider a case for building a new primary care centre for the town, combining two or three of the surgeries, in order to provide the upgraded facilities we would like to have. However, we would like to retain the separate identity of each of the practices.

The GPs in the town are also taking the lead in exploring the possibility of adding to this a new hospital bed facility to replace the town's Cottage Hospital. If a business case can be made that fits the financial envelope made available by the PCT, the town could have a brand new, up-to-date, extended facility that would provide care closer to home for a wider range of procedures.

These proposals are at an early stage, but a Committee has been formed, led by Dr

Charles Perrott of the Health Centre, to take the proposal forward. David Brookhouse, one of the Cottage Hospital Trustees, is acting as a consultant to the committee to ensure the Cottage Hospital's issues are properly considered.

One of the first decisions to be made will be where to site the new building, and currently three different sites have been proposed. Each has to be considered carefully before we go any further.

If you would like to be involved in the patient consultation stage of the proposals, you can join our **Patient Group**, who meet quarterly, and are kept up to date with the plans we are considering.

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Details of how to join the **Patient Group** are on page 2

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### Special points of interest:

- Patients can now make appointments online
- Surgery offering extended hours
- Did you know we have a Patient Group who represent your views
- Surgery Telephone system rated better than average

## OUR PATIENT GROUP NEEDS NEW MEMBERS!

The Washington House Patient Group was established in 2004 to act as a forum for interchange of ideas between patients and the practice. There is currently a committee of about 5 individuals who meet every 3 months but we ideally need a few more members, especially from the younger end of the spectrum.

The specific aims of the group are to provide a mechanism for receiving patients suggestions and criticisms about the practice and its operation; to offer a forum for discussion of health issues; to represent local interests on health care needs and occasionally to raise funds for the surgery on things the Patient Group feel would enhance

the patient experience of the service

. In recent weeks we have enjoyed a presentation from a local solicitor about living wills and also a well received talk from Dr Parsons about how to reach your a century in good shape. Over the last year the group has arranged a raffle and cake sale and donated funds to the surgery for the purchase of a defibrillator, eneurisis machines, an emergency trolley, a self-help library among other items.

All events (including committee meetings) are open to all interested parties and are advertised in the building. Individuals interested in getting involved are invited to contact Sonja Black, our Group secretary, through the surgery or

via her e-mail address:

[Sonjablack1@aol.com](mailto:Sonjablack1@aol.com)

The next Committee Meeting will take place at the Surgery at 7.00 pm on Wednesday 20 August. You are encouraged to e-mail Sonja if you wish to attend.



## EXTENDED HOURS

The Surgery further extending its opening hours from Thursday 24 July. We have been opening until 7.30 pm on Wednesday evenings and this will continue (NB the Pharmacy will close at 6.30 pm on Wednesdays), but we are also open from 7 am to 8 am every Thursday morning, and normally one Saturday per month between 8 and 9 am for pre-booked appointments.

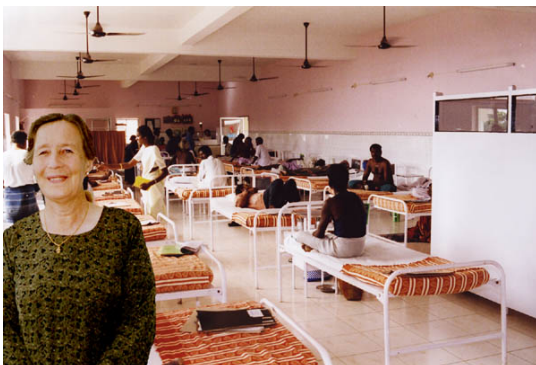
Appointments for these extended hours can be pre-booked at least two

weeks in advance. If you need to be seen on a Saturday morning, please ask reception when the next Saturday surgery will take place.

These added hours are designed to help the working population who may find it difficult to take time off for a routine or non-urgent appointment with their GP. We will have a nurse available on Wednesdays but not at other extended times as these will be for GP appointments only.



## DR CASSIDY IN INDIA



Dr Cassidy re-visited the Sylvia Wright Trust during her sabbatical in May. She took with her a cheque for £1200 raised from the Staff Fun Run as well as equipment donated by the surgery.

Pictured left is Sylvia herself in one of the wards in her hospital, that started as a mobile unit and now has a building with wards offering free medical

treatment. She has also added a boarding school for deaf children where they are educated and given the opportunity to earn their own living.

**Dr Cassidy will be giving a talk to the Patient Group on her visit to India on November 12 at 7.00 pm at the surgery. Please add your name to the list at Reception if you wish to attend. Places limited to 30.**

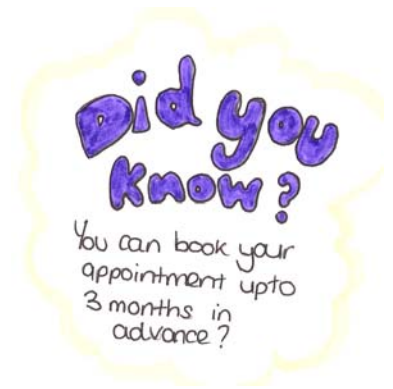
# IMPROVING ACCESS

One of the Government's biggest agendas at the moment is improving access to GP services for all patients. In order to monitor progress in this area, the Department of Health sends out a national survey to patients who have had a recent GP appointment and then audits the results. Practices are then rewarded according to how well their patients perceive the service.

The survey is based on responses to four dimensions of access, and our results are detailed in the following table, with last years scores also shown. We broadly kept in line with last year, but there was an increase in the number of patients who perceived they could book an advance appointment. Many patients are under the mistaken belief that an appointment can only be booked on the day. That is not the case, and for most GPs and clinics patients can book three months

in advance.

We do have to embargo a proportion of appointments for release 48 hours in advance in order to meet the Government's targets relating to this time frame, and we also keep a whole morning of appointments for booking on the day for those patients, especially the elderly or young children, who fall acutely ill overnight and need to be seen quickly. But more than 1/3



of all appointments are open 3 months in advance to all patients.

Our reception staff are happy that more of our patients realize this now.

Access dimension	Practice score 07/08	Practice score 06/07
Satisfaction with telephone access	97%	98%
Ability to book 48 hrs in advance	93%	95%
Ability to book in advance	85%	80%
Ability to book with a specific GP	88%	92%

## NEW APPOINTMENTS SYSTEM



During the week beginning 13 October all members of the surgery had to get to grips with a new appointments system. If any of our patients were inconvenienced by this change, we apologise for the disruption in our normal booking service.

The new system will (once we are all familiar with it!) enable tot reception team to identify available appointments more easily and therefore make it quicker to book an appointment. It will also enable the nursing team to be more flexible and use the skills they have across the team. We will also be able to see more clearly in advance whether we are to short of appointments and manage the available surgery time more efficiently.

Although there is very little change for the GPs, they will need to know how to use the system. So please be patient with them if they curse the Practice Manger for introducing it!

As the new Medical Secretary I have been at Washington House Surgery for around five weeks now. Before starting, everyone told me that the job is much harder than you think – and they weren't exaggerating. Imagine juggling and spinning plates whilst running for a bus and answering the phone and you wont be far wrong. Nonetheless, it is a tremendously satisfying job, particularly after a successful piece of detective work, not to mention mastery of the convolutions of Choose and Book which must qualify me for a certificate somewhere along the line. I seem to have joined at an exciting time with new ideas in computer software abounding and I am glad to be experiencing some of the real benefits both to me via my ear-phones and to the practice in terms of letter turnaround.

As a new member of staff, I would struggle to find another group of people that have been as welcoming as the staff here. Everyone has made me feel a member of the tightly knit team from the word go. Thank you to all.

Nicci Bennett



## NEW KID ON THE BLOCK....

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Nicci Bennett



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## STAFF CHANGES

Since our last newsletter, we have been joined by **Dr Julia Bartley**, as our Registrar under Dr Harrison's supervision. She will be with Washington House until January 2010, on a part-time basis.

We are also joined by **Dr Laura Ingle**, who is in her second Foundation Year and is being supervised by Dr Stevens.

The Surgery is also taking part in a new national training initiative to train practice nurses. We have **Nurse Jenny Walters** join us for a year's training in General Practice, having qualified as a Registered Nurse many years ago. Jenny is already a Diabetic Specialist nurse and will shortly be seeing our Diabetic patients for their reviews. Jenny has a programme of study with the University of

Plymouth and supervision by Nurse Sandra Neal to train her in procedures normally done in the practice rather than in hospital.

Our new Medical secretary is **Nicci Bennett**, who has mastered the new role and new IT programmes exceptionally well! You can read her blog on page 3!

As many patients will know our senior Nurse, **Val Allen**, retired in September. Val has been with the partnership for 30 years and has seen many changes since she first started. We had a wonderful barn dance cum party to send her off, and she was particularly touched by the cards with good wishes from our patients. Having said that, Val remains part of the team and will be filling in for holidays and shortages from time to time, so we will not lose touch altogether!

We also saw the retirement of **Joan Mildren**, who has been a receptionist here since 2003. Joan will be well known to patients for helping them with their Choose and Book hospital appointments.

Our Pharmacy team has been increased by two new additions to staff, **Leah Walsh** and **Jolene Docherty**. Welcome to both of them!

**We are on the web!**

**[www.whsurgery.co.uk](http://www.whsurgery.co.uk)**

**On-line appointments:**

**<https://washington-house-surgery.appointments-online.co.uk>**

**If you had previously registered to use our on-line booking service, we are in the process of sending out letters with new access details to you.**

**We hope you find the new site easier to use.**

**If you have not had your letter, please phone reception and they will give you your new details. Please note the new website address above!**



### Did you know that:

The NHS was born on July 5 1948 out of a long-held ideal that good healthcare should be available to all, regardless of wealth. When health secretary Aneurin Bevan opened Park Hospital in Manchester it was the climax of a hugely ambitious plan to bring good healthcare to all. For the first time hospitals, doctors, nurses, pharmacists, opticians and dentists were brought together under one umbrella organisation that was free for all at the point of delivery.

## HOW TO COMMENT ON OUR SERVICES

The Surgery has notices posted telling patients how they can comment or complain about our services, but many still do not know how to go about doing so. We are always open to hearing from patients about our services, and we take each as an opportunity to look at how we deliver services and improve them. Patients can contact the Practice Manager by writing or phoning, and she will investigate the issues you raise.

The PCT also have a complaints

process where patients can take a complaint or comment if they are not satisfied with the Surgery response. The PCT will reply to each complaint within 28 days and will liaise with the Surgery where appropriate.

*Our Practice Manager, Helen Robins, is the first point of contact for any patient complaint or comment.*

If you wish to make a complaint to the PCT, write to :

*Complaints Manager*  
Northamptonshire Teaching Primary  
Care Trust

Bevan House  
Kettering Parkway South  
Kettering NN15 6XR  
**Tel:** 01536 480343.  
**Fax:** 01536 480383  
**Email:** [sue.field@northants.nhs.uk](mailto:sue.field@northants.nhs.uk)