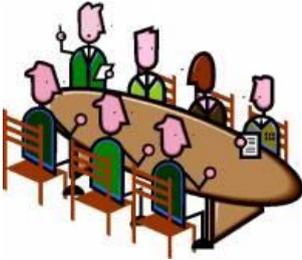


CHESTERFIELD MEDICAL PARTNERSHIP

PATIENTS GROUP - NEWSLETTER Winter 2014/15

Hello again and welcome to this edition of the Patients Group (PPG) Newsletter. As I hope you will already be aware, we are a group of patients from our Practice who give our time, voluntarily, to meet regularly with the staff of Chesterfield Medical Partnership (CMP), to offer our views, opinions and recommendations on how the services we receive as patients can be improved and enhanced.



Early and late appointments (Extended Hours)

For those patients with busy working lives the early and late appointments are very helpful. The Practices offers 7 hours per week of extended hours appointments. Unfortunately the early morning appointments, previously held at Ashgate on a Thursday Morning, have been reduced to one in four weeks. The Whittington site now has a significant increase to the number of extended hours appointments offered.

Whilst the Patients' Group voiced strong representation against the cut to Thursday mornings at Ashgate; the Practice felt that a balance across sites to access these appointments would be appreciated by the majority of patients. Sadly, the Practice doesn't have sufficient funding, or staffing levels, to retain the Thursday a.m. session on a weekly basis.

Monthly Extended Opening Hours

February 2015.

- Thursday 5th Ashgate 7:00am – 7:30pm
- Thursday 12th Ashgate 8:00am – 8:30pm
- Thursday 19th Ashgate 8:00am – 8:30pm
- Tuesday 24th Whittington 8:00am – 8:30pm
-

March 2015.

- Thursday 5th Ashgate 7:00am – 7:30pm
- Thursday 12th Ashgate 8:00am – 8:30pm
- Tuesday 17th Whittington 8:00am – 8:30pm
- Thursday 26th Ashgate 8:00am – 8:30pm



Book an appointment on line to avoid the 08.00 telephone rush

Booking an appointment on line through the surgeries web site to see a doctor is becoming more and more popular

The PPG's observations made on Monday 2 Feb showed the following doctors' appointments available:

- w/c 2 Feb. -none available at any of the surgeries
- w/c 9 Feb. –There were 9 appointments available at Ashgate, 8 at Whittington and 2 at Holme Hall
- w/c 16 Feb. –There were 17 appointments available at Ashgate, 12 at Whittington and 9 at Home Hall
- w/c 23 Feb. –There were 25 appointments available at Ashgate, 15 at Whittington and 16 at Home Hall

Unfortunately online appointments with a nurse cannot be made as the length of the appointment varies so much.

NHS 111 service

During January the Patient Participation Group (PPG) visited the NHS 111 centre at Ashgate Manor that is run by Derbyshire Health United (DHU) and found it houses the 111 call centre and the out of hours doctors surgery. It is open 24/7 and 365 days a year. 111 is the number to call when you need advice or medical treatment quickly and cannot wait for an appointment to see your doctor. If you need emergency medical treatment -call 999.

When you call 111 you will speak to a trained adviser who is supported by an experienced nurse. The adviser can put you in touch with services such as :

- An A&E department
- An out of hour's doctor to get medical help when your doctor's surgery is closed
- A walk in centre or a minor injuries unit to get medical help without an appointment
- A community nurse who may be able to visit you and give care
- An emergency dentist when your dentist is closed
- A late opening chemist to buy medicine when your usual chemist is closed

PPG member Observation Day:

A Day in the Life of Ashgate Medical Practice

Observation visit on Monday 19th January 2015 - 8am-5pm

My name is Deirdre Revell and I am a member of the Practice **Patient Participation Group (PPG)**. I was asked by the Practice to take part in an Observation Day on behalf of the PPG. This was to enable the group to have a better understanding of how the Practice works and some of the pressures that are put on the staff working there. I observed different members of staff throughout the day between 8am and 5pm. Below are some of the observations and conclusions that I made:

- Patients are queuing up before the surgery opens at 8am to try and get an appointment on that day. Please note the doors do not open until **08.00 hrs**.
- Some patients are ringing at 8am on a busy Monday morning for routine check-up appointments which could be booked at other times of the day. If your requirement is not urgent, please ring later in the morning and you will get through much quicker.
- By 8am all bookable appointments for the GP's at Ashgate for that day had gone. As there were no pre bookable appointments with the GP's for the rest of the week patients were advised to call back the following day or book on line for non urgent appointments.
- The 'On Call' GP "triage" dealt with 87 phone calls that day, to ascertain whether a patient needed to see a doctor. This is an excellent service as it enables GP's to speak to the patient and decide whether they need seeing by the GP, Nurse Practitioner or a visit. Some patients just needed advice over the phone.
- There are between 200 and 300 prescription requests on a Monday, reducing during the week and increasing again on a Friday. It is advised that patients should make sure they have enough of their medicines to last over the week-end and Bank holidays and re-order repeat prescriptions in plenty of time. Ordering on a Tuesday, Wednesday and Thursday could ease the On Call Doctor's workload on a Monday, leaving more time to speak to patients.
- The pressure on staff on a Monday morning is considerable but they were always polite even though some callers were less than polite. Please treat the reception Staff with respect they are there to help you.

Prescriptions

Remember you no longer need to go to the surgery to pick up your paper prescription. If there is a pharmacy more convenient to where you live or work the surgery can send your prescription electronically to them ready for you to pick up your medication.



Ask your nominated local pharmacy to arrange this or call into the surgery for more information.

One PPG member says they request on line and pick up the prescription from their local pharmacy on Chatsworth Rd in as little as 2 days.

Patients failing to turn up for their appointment

We have seen a disturbing increase in the number of wasted appointments. If you have an appointment booked with the doctor or nurse and you no longer require it then please cancel it in good time so someone else can use that slot, even if it's only 30 minutes before. Please see the table at the end of this newsletter.

F.A.Q.

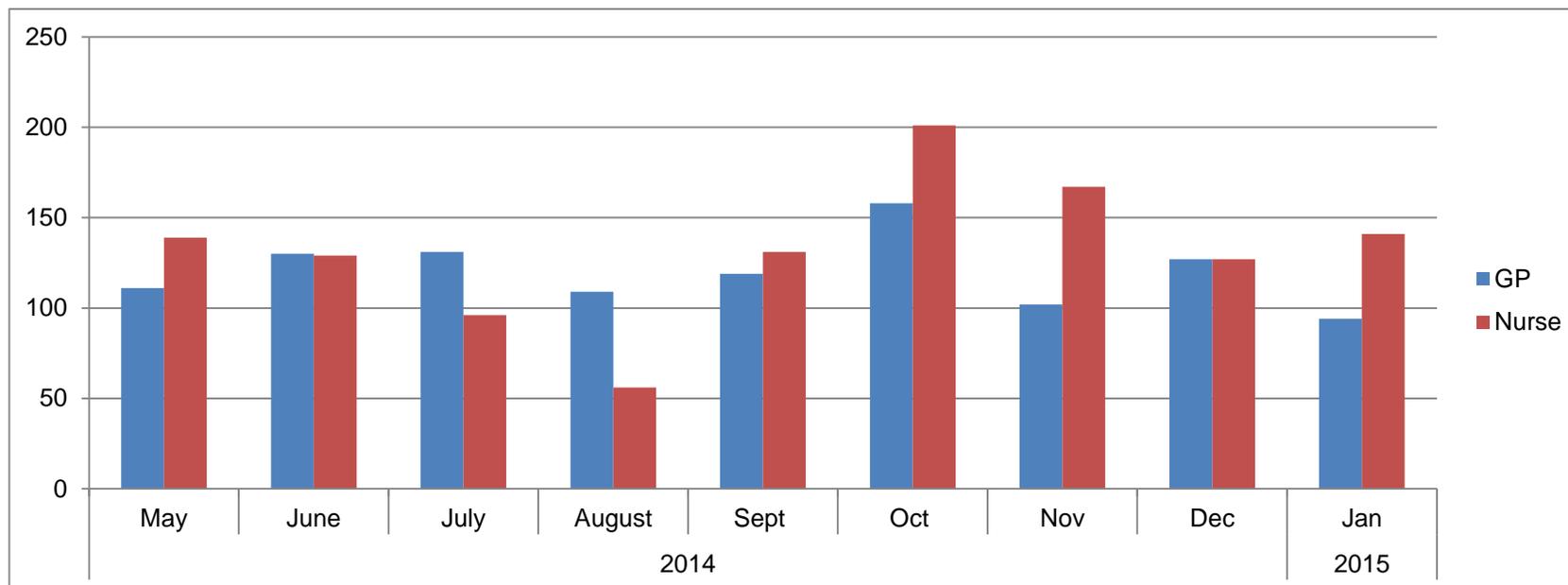
What is Chesterfield Medical Partnership? This is the group name for the 3 surgeries :

- Ashgate Medical Practice
- Holme Hall Surgery and
- Whittington Medical Centre.

FINALLY!

Please do check out the **CMP website** on www.chesterfieldmedicalpartnership.co.uk which is full of useful information on all the services available to you and also the **Patients' News Board** in the main entrance. Please do email us through the link on the website if you wish us to raise any items on your behalf.

Numbers of appointments wasted May 2014 to January 2015



WHAT DOES THIS MEAN FOR YOU?

Longer wait times for an appointment

Reduced access to your GP's and Nurses

ON AVERAGE 27 MORE PATIENTS PER WEEK COULD ACCESS THEIR GP

AND 30 MORE COULD SEE THE NURSE!

PLEASE CANCEL UNWANTED APPOINTMENTS