



Pulse 5

SUMMER 2014

Sandy Lane GP Surgery Newsletter



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**Dr Masud
Dr Aghel
Dr Qureshi
Dr Pirwani**

Opening times:

Monday to
Friday
8.00am-6.30pm

Saturday once a
Month. Ask at
Reception for
details.

The practice closes at
12pm every fourth
Wednesday of the
month for staff
training

When the Surgery
is closed and it
cannot wait until it
next opens, the
"Out of Hours"
number to phone
is:

111

Summer is rapidly approaching as edition 5 of *Pulse* goes into print and there are quite a few changes to let readers know about.

Times of surgery appointments have been adjusted to reflect the change in the Doctors available times and also to introduce Saturday appointments. See the receptionist if you would like to know more about these appointment whilst keeping in mind that it is intended to make times available to patients outside the normal working week. [If these is such a thing.]

Since the patient survey was carried out last October the results have been analysed and a development plan has been devised to help the Practice improve its services to patients. There are 7 areas of focus for this year. They are outlined later in this edition of *Pulse*.

111 for Out of Hours

The Surgery *Out of Hours* telephone number has changed. If the Surgery is closed and you cannot wait until it next opens the number to dial is: 111

Online Prescriptions

For patients on repeat medication the prescription can be ordered online by using *Systmonline*. Once you have logged into the system there is a *Current Prescription* heading to follow.

Once the request is received the prescription is ready for collection after two working days.

Systmonline

To register you need to sign up at reception with photo ID. When you've done that go to the website and follow the instructions from there.

On this website you can pre book and cancel routine GP appointments and order repeat prescriptions.

The Patient Participation Group [PPG] is always interested to hear your views and opinions by letter or email:
sandy laneppg@live.co.uk

Contacting the Surgery by Phone

The last patient survey indicated a very mixed picture in the results for contacting the Surgery by telephone. The answers ranged from *easy* through to *very difficult*. The wide variation in response is likely to be related to the time of the day.

Many surgeries face their highest demand of calls first thing in the morning as everyone wrestles to secure an urgent appointment for that day. Telephone technology allows queuing systems, however, tinkling music and perpetual recorded announcements of your place in the queue do little to elevate anxiety. The PPG group discovered that getting through to the Sandy Lane Surgery requires a level of stamina but on average our callers managed to get through in less than *** minutes. It would appear our expectations are that phone calls are answered immediately whilst a wait to be served in a shop is more acceptable when we can see the queue and have an understanding of how it is moving.

Of course an appointment, with a Doctor of our choice, for today is what everyone is wanting but we all know there is not an endless supply. To assist with this situation online appointments and telephone consultations are available. There is also waste when people fail to keep their appointments.

Apple Lifestyle

With the warmer weather comes a time to review life styles and perhaps make some changes to diet and exercise. Mobile device apps are ready to assist with such ambitions. Confronted with choices over what to eat or how to be more physically active the app is instantly available to provide none judgemental advice. "*Lifesum*" is one such App which assists with easy monitoring of food / exercise balance. The programs make inroads into lifestyle and provides easy to understand options to improve your health. Common features include diet plans, recipe ideas and fitness programmes.

Hospital Visiting

We appreciate that whilst your relative or friend is in hospital you may want to visit them. If you are preparing to visit we urge you not to do so if you have any signs of illness, particularly if you have any cold or flu like symptoms, diarrhoea and/or vomiting in the past three days, or if you have been in contact with anyone who has had these types of illness - you may pass the illness onto your relative or friend.

It is crucial that all visitors wash their hands with soap and water, in addition to using the alcohol gel, and carry out any instructions given by the nursing staff when entering the ward.

Remember people who are unwell are at more risk of catching an infection.

TV Screens

The waiting room TV screen is back in operation! The patient Participation Group [PPG] have modified the system to enable a presentation specific to our Surgery. The content is only a start and has taken us through the design process. Now we know how to do it we hope the content will become more varied and contain some sound and video snippets related to general health issues and specific Sandy Lane topics.

Surgery Development Plan

The Surgery Development Plan for this year has 7 areas for consideration. Each area has a number of sub sections which are available in full on the Surgery noticeboard and the Sandy Lane website. They are:

Area 1: Re-designing the Patient Survey. Each year the Patient Participation Group become more competent at conducting these surveys and asking the appropriate questions.

Area 2: Reduce the number of patients who felt un-informed when there is a delay.

Area 3: Reduce waiting times by offering more telephone consultations.

Area 4: Improve communication by initially gathering more mobile phone numbers and email addresses.

Area 5: Improve representative grouping of the Patient Participation Group.

Area 6: Increase the Patient Participation Group Profile.

Area 7: Reduce the number of people who found it very difficult telephoning the surgery

The effectiveness of this plan will be measured from the results of the net patient survey which usually takes place in October.

The Patient Participation area of www.sandylane-surgery.co.uk provides opportunity for you to be involved in the survey work from the comfort and convenience of your own home.

Colour

We hope you like this is the first full colour version of "Pulse".

The online version has always been in colour, however, we realise that the internet is not for everyone but colour makes the

Advertisement
Mansfield & District Garden Holders' Association
Eakring Road
Opposite Smith Street

Supplies for the home and allotment gardener.

Lawn Feed, Seeds, Compost
Fertilizer, Canes and much more

Quality products at members' discount prices

**Saturdays and Sundays
10.00 'till 12.00**

Membership £1.50 reduced to
£1.00 for the rest of this 2014 on
production of this ad.

Choose Well

If you become unwell or are injured there are several ways to get medical help.

Choosing well means that you and your family will get the best treatment. It also allows busy NHS services to help the people who need them most.



www.sandylanesurgery.co.uk
01623 656055

GP's Availability

Dr Masud and Dr Pirwani are available every day of the week.

Dr Aghel's appointments take place on Wednesday mornings and all day Thursdays and Fridays.

Dr Qureshi's consultations are on Mondays, Tuesdays and alternate Wednesday afternoons.

Dr Masud and Dr Qureshi are running the Saturday clinics.

Confidential Information

Information from your medical records can be used by the NHS to improve the services offered so that they can provide the best possible care for everyone.

This information, along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or download an opt out form from www.sandylane-surgery.co.uk