

Patient Survey 2016

A big thank you to everyone who has taken the time to complete our annual survey this year; your feedback is invaluable in helping us refine our existing services and giving us ideas for future priorities. An even bigger thank you to our PPG members who co-ordinated this survey, met with patients in our waiting room and analysed the feedback. We couldn't have done this without you!



There were a number of very useful points raised this year including: difficulty in getting through on the phone, especially in early mornings, difficulty obtaining pre-bookable appointments, being able to see the same GP, maintaining consistent customer service throughout the surgery, the need to continue and expand use of online systems and communication with patients. We look forward to updating you on developments in these areas in future newsletters. (For full survey results go to www.bassettroadsurgery.co.uk and click on the 'Survey Report' link on the right hand side.)

FRIENDS & FAMILY TEST: This initiative was implemented by the Dept of Health last year and is a specific form of year-round feedback that we are asked to collect. It is based around a single question, "We would like you think about your recent experience of our services. How likely are you to recommend our services to friends and family if they needed similar care or treatment?" We do appreciate that you are often asked for feedback but if you feel able to complete this brief questionnaire either on paper (in the waiting room), via the practice website (www.bassettroadsurgery.co.uk) or by responding to a text message, we would be very grateful as we are asked to submit monthly feedback to the Dept of Health.

Hay-fever Information



Many of you commented on the information we included in a previous edition of the Newsletter relating to hay-fever treatments. This information is now available via a patient information leaflet in the waiting room and on our website detailing those treatments available to you from the Chemist.

If you have a regular prescription for hay-fever drugs, please see our dispensers but note that they are only able to offer **one month's** supply of hay-fever medication at a time. For patients who pay prescription charges, it may be less expensive to purchase without prescription (ask at your Chemist for latest prices).

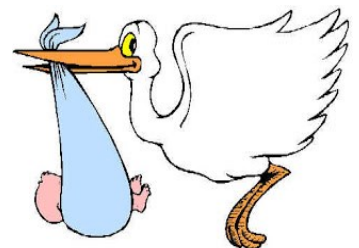
GP Registrar Update

Over the summer we will see a few changes; Dr Amelia Darley will start her maternity leave in May and Dr Abigail Taylor completes her GP training with us in mid-July. Dr Benjamin Savu continues with us working 3 days a week until mid-November. We have new GP Registrars scheduled to start with us in August 2017—more information to follow.

Stork News

We are delighted to let you know that Dr Laura Lewis gave birth to a beautiful baby girl named Edith in April. Both mum and baby are doing well and Dr Lewis will be back with us in the practice in October 2017.

Drs Suzie Gill & Amelia Darley will also be going on maternity leave in mid-May so we are arranging locum cover for their absence, including Dr Janet Berry who will be working with us on Wednesdays & Thursdays from early June; some of our more part-time GPs will also offer additional sessions.



Patients Online

Patients using online services are now able to access summary information on their medical records. For further information, please see our practice website at: www.bassettroadsurgery.co.uk, go to the Clinics & Services tab and select Online Services.

Patient Participation Group (PPG)

Information Booklet for Older People in the Leighton Buzzard Area



To retain health and fitness, we are advised to keep **moving, learning, being creative, interested and in touch** with other people so that we **remain and feel useful**. With this in mind, the Bassett Road Surgery PPG have compiled a booklet with useful information for our older residents aged 65+. It includes details on health services, specialist support groups, transport, helpful organisations, clubs and societies; things to do and places to go.

Copies are available at Reception. We are very keen to get copies out into the community, particularly to those less mobile and more isolated patients. If you know of family, friends or neighbours who would benefit, please could we ask that you take a copy and pass it on - thank you.

Do you know of any support groups that should be included in the next edition of the booklet? Due to positive feedback, the BRS PPG are currently working on a revised issue for publication in early 2018. We would like to know of any support groups, societies or information not already included and which may be of use to older residents in the LB area. You may leave details at Reception or contact the PPG directly at: bassetroadppg@gmail.com.



Keep up to date with the latest news and developments at Bassett Road Surgery and sign up for email Newsletters.

Visit the surgery website at www.bassettroadsurgery.co.uk and click this icon on the home page.



Patient Participation Group (PPG) Awareness Week, 19-24 June

Dr Phil Hammond, GP turned hospital doctor, journalist and broadcaster supports Patient Participation Awareness Week had this to say :

"Patients and carers are the smoke alarms for the frontline of the NHS. They are often first to spot poor care and also have great ideas about how to make care better. They need to be involved in decisions not just about their care, but in designing better care for others. Patient Participation Groups are a crucial way of harnessing the voice of the patient in primary care, and have much to contribute in driving up quality"

PPGs have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs and the need of the local community. **To contact your Patient Participation Group:** Email - bassetroadppg@gmail.com or use the Comment Box located in the waiting room.

We want to keep you informed of news and developments within the surgery. At present we do this by newsletters, surgery website, TV screens, noticeboards, Meet & Greet sessions and email – so please ensure that the Surgery/Receptionists have your current email address and sign up for BRS newsletter email.

Note: NHS 111 service has replaced NHS Direct. For advice simply phone: 111

The Surgery
29 Bassett Road
Leighton Buzzard, Beds, LU7 1AR

Telephone: (01525) 373111
Appointments: (01525) 378387

Surgery Opening Hours

Monday, Tuesday, Thursday & Friday: 8.30am to 6.30pm
Wednesdays: 7.00am to 8.00pm

One Saturday per month: 9.00am to 11.30am