

## Patient Survey 2017

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. The full survey results and our development plan will be on the practice website by the end of March; to access this go to [www.bassettroadsurgery.co.uk](http://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 2 years ago 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](http://www.bassettroadsurgery.co.uk)) or by responding to a text message, we would

## Over the Counter (OTC) Medications

In line with recent advice from Bedfordshire Clinical Commissioning Group, Bassett Road Surgery will not routinely support the prescribing of medication that is available to buy from local pharmacies or supermarkets for children or adults. Minor ailment treatments available over the counter include: hayfever remedies (i.e. anti-histamines), cough/cold remedies, indigestion remedies, painkillers, eye drops for hayfever or dry eyes, moisturising creams, anti-haemorrhoidal remedies etc. Where ever possible, patients are encouraged to manage self-limiting minor ailments with the support of their local pharmacy if needed.

Any patient queries or complaints regarding this advice should be directed to the enquiries team at Bedfordshire Clinical Commissioning Group via email: [enquiries@bedfordshireccg.nhs.uk](mailto:enquiries@bedfordshireccg.nhs.uk) or tel: 01525 864405.

## GP & Nurse Team News

We are sad to confirm that, after 15 years with the partnership, Dr Claire Stewart will be leaving the practice at the end of March to pursue a career in medical education. She will be much missed by the Bassett Road team as well as her patients and we wish her and her family every success for the future.

Dr Elinor Mathieson, formerly a Salaried GP with the practice, became a partner in February. She will be taking maternity leave from mid-May for a few months and we look forward to welcoming her back in the autumn.

Dr Janet Berry has very kindly offered to stay on with us to cover some of Dr Mathieson's sessions (we are actively recruiting locum support for the remainder of Dr Mathieson's working week) and we look forward to welcoming back Dr Suzie Gill from her maternity leave in June/July of this year, working Wednesdays and Thursdays.

We are also delighted to welcome an additional Minor Illness Nurse with special skills and experience in Women's Health & Sexual Health Services. We look forward to having Jane join us in March and are sure her additional book on day availability will prove an asset!

Over the next few months we will see a few GP registrar changes; Dr Aisha Mukhtar continues with us working full time until the end of July and we have 2 new GP Registrars who started with us in February for 6 months – Drs Angus Perry and Dinush Lankage.

## 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](http://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](mailto: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](http://www.bassettroadsurgery.co.uk) and click this icon on the home page.**



## Make use of your PPG

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. Please see tear-off slip below.

**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

### **TEAR OFF SLIP FOR UPDATING YOUR CONTACT DETAILS**

Name: ..... Date of Birth: .....

Landline Number: .....

Mobile Number: .....

Email Address: .....

Please Note: In providing these details you are consenting to receiving text messages and emails from the surgery. Please be assured that your details will not be shared with any other organisation.