



# BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP

## NEWSLETTER

Issue 1 – June 2018

### Patients! Patients! Patients!

The Patient Participation Group (PPG) is about YOU and each one of our fifteen thousand patients at Bassett Road Surgery (BRS).

Our PPG was formed in 2011, to represent the voice of patients and to enhance the relationship between us and BRS. As a PPG we gather patients' views on aspects for development and we research ideas to help shape the practice for us all. In 2017 we were ranked 2nd out of all PPGs in this country. This new newsletter will give you a taste of what we do.

We believe that our team of professionals here at BRS is caring, dynamic and forward thinking. Does this surgery work well for you and your family? If it does let us know! If it doesn't, again, let us know - tell us why it doesn't and what would help. Your ideas could make a real difference.

BRS, like other surgeries faces a huge challenge in providing the best possible service and we, the patients, need to help. Our surgery listens to its patients and works hard to ensure that all feel welcome, understood and well cared for. The PPG helps to make this happen - a bridge between the patient body and the practice. So, if you are interested in making a difference to local healthcare please give us your views and ideas, or better still join us!

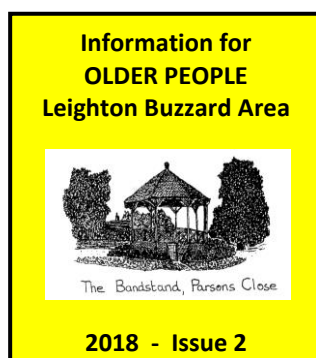
Email us on [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com) or use the PPG Suggestion Box in the Waiting Room. If you leave your contact details, we can contact you to discuss the point(s) you have raised. You are the PATIENT and your views matter to our PPG and to BRS.

### HELP BRS TO HELP YOU AND TO ALWAYS BE THE BEST IT CAN BE!

Edith Griffith - PPG Chair

### INFORMATION FOR OLDER PEOPLE BOOKLET

#### \*\*\*\* New Edition 2018 – Issue 2 \*\*\*\*



Created by your PPG and available at reception or view online at [www.bassettroadsurgery.co.uk](http://www.bassettroadsurgery.co.uk) or [www.leightonlinlade-tc.gov.uk](http://www.leightonlinlade-tc.gov.uk)

Aimed at older residents 65+ it includes details on Health Services, Specialised Support Groups, Transport, Helpful Organisations, Clubs and Societies – Things to Do and Places to Go. If you know of someone that would benefit from this booklet, please pick up a copy and pass it on.

We were able to help arrange a braille copy for one of our patients who is registered blind.

## PATIENT SURVEY 2017

The results and development plan can be viewed at [www.bassettroadsurgery.co.uk](http://www.bassettroadsurgery.co.uk) and a paper copy is on display in reception.

### Selection of Patients' Comments to Survey

You Said .....	Response ....
<p><u>Online services</u></p> <ul style="list-style-type: none"> <li>- Did not know you could book appointments online. Can you also book Nurses appointments?</li> <li>- Does not work for me!!</li> <li>- I am online although it rarely works, I just turn up in person</li> <li>- I'm not registered, please can I register?</li> <li>- I used to be registered but then had problems getting into the system</li> <li>- Not sure about repeat prescriptions</li> <li>- I find it difficult to use</li> <li>- I was unaware of the repeat option</li> <li>- I have this but keep losing log-in because I have not yet figured how to change it to my own log-in</li> <li>- Yes – but unsure how to use it</li> </ul>	<p>BRS is aware if a patient has “locked” themselves out of the online system and as a PPG we have asked them to automatically send out replacement login details, so this should already be happening.</p> <p>One of our PPG team is able to offer training sessions to help with online issues. It would be helpful to know what problems each individual has experienced and then groups can be put together with similar problems and a set of training dates arranged as appropriate or offer telephone support.</p> <p>Please email: <a href="mailto:bassettroadppg@gmail.com">bassettroadppg@gmail.com</a> to register your interest.</p> <p>Please note that nurse appointments online can only be made for blood tests that have been requested by a GP or Hospital Consultant. However, we now have two Practice Matrons, both of whom are nurse prescribers who can diagnose and treat a range of conditions, prescribing where necessary.</p> <p>This should release GP appointments for more complex cases as well as enabling more capacity for continuity of care.</p>
<p><u>Telephone Service</u></p> <ul style="list-style-type: none"> <li>- Kept waiting too long on the phone.</li> <li>- Never get through in the mornings!</li> <li>- The line is often engaged for a long time</li> <li>- My solution is to come to the surgery in person</li> <li>- Depends what time of day you phone</li> <li>- I had to wait, but that's to be expected</li> <li>- Mornings in particular can be very bad, if I can, I wait until later on in the day</li> <li>- Takes a lot of calls to get through</li> </ul>	<p>BRS has recently recruited another receptionist. Two receptionists sit at the front desk to receive patients who wish to either book appointments or to register in person that they have arrived for their appointment. These two receptionists also take 'overspill' calls from the upstairs reception/telephony room.</p> <p>Upstairs there are a further three/four receptionists answering patient - calls. So there are 5/6 receptionists working hard to take all the calls that come in.</p> <p>Patients need to be aware that at peak times e.g. 8-10am calls should be made ONLY for appointments.</p> <p>The volume of calls is currently being monitored and further feedback on this will be given in the next PPG Newsletter.</p>
<p>Query taken from the PPG Suggestion box in the surgery:-</p>	
<p>When booking appointments online, I did not understand the statements put in the “Session Type” column, it was confusing. What does templates mean?</p>	<p>We raised this with BRS and you will now see that it says 'GP Appointment' instead of Templates 2017. Instead of Phlebotomy it says 'Blood Test Only'. You may still see the odd one that says Templates 2017 whilst BRS continue to complete the changes.</p>

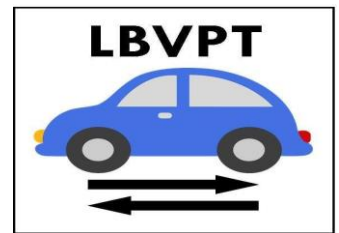
## BLOOD PRESSURE MONITOR IN WAITING ROOM

There are instructions on the machine which will issue a paper slip giving the date, your systolic and diastolic pressure and your pulse rate. There is a space for you to write your name. You can either take the slip to your appointment, or if you wish, you can hand it in at reception. This data will be entered on to your records. Should the figures cause concern, you will be contacted by a GP.

Bassett Road Surgery PPG were awarded a National Association for Patient Participation prize of £325. We were happy to donate this money towards the purchase of the Blood Pressure Monitor. We hope this will benefit all our patients and would encourage you to use it.

## LEIGHTON BUZZARD VOLUNTARY PATIENT TRANSPORT

Leighton Buzzard Voluntary Patient Transport (LBVPT) has celebrated its first anniversary and established itself as a reliable service for those who have difficulty in getting to our local hospitals. It provides transport to Milton Keynes, Stoke Mandeville, Amersham, High Wycombe, Luton & Dunstable and Bedford hospitals 6 days a week for outpatient appointments.



This is a widely welcomed initiative in response to PPG awareness of the need of many patients in Leighton Buzzard for transport to hospital appointments. Volunteer drivers take patients who do not qualify for NHS non-emergency free transport, but may well find public transport difficult and do not have available friends and family. LBVPT do suggest a voluntary donation to cover their costs.

If you, a friend, relative or neighbour would like more information on the service offered, visit [www.lbvpt.co.uk](http://www.lbvpt.co.uk) or call **07873 497633**

Due to its success, LBVPT are looking for more volunteer drivers and call handlers. Do you have any spare time to volunteer? Full training given – please call 07873 497633.

**One of our patients describes her experience** "We 'phoned to ask for transport to Stoke Mandeville Haematology Dept. for an appointment at 8.45 a.m. We were taken through the early morning traffic. The kind driver 'phoned the day before to reassure us he would come at 7.45 a.m. He knew exactly where to take us, stayed with us and then brought us home. The total donation suggested by the call handler was £15 which I was happy to give. We are really grateful for this service."

## MISSED APPOINTMENTS – DID NOT ATTEND (DNA)

Thank you to all those patients who attended a booked appointment recently. However, during the month of April :

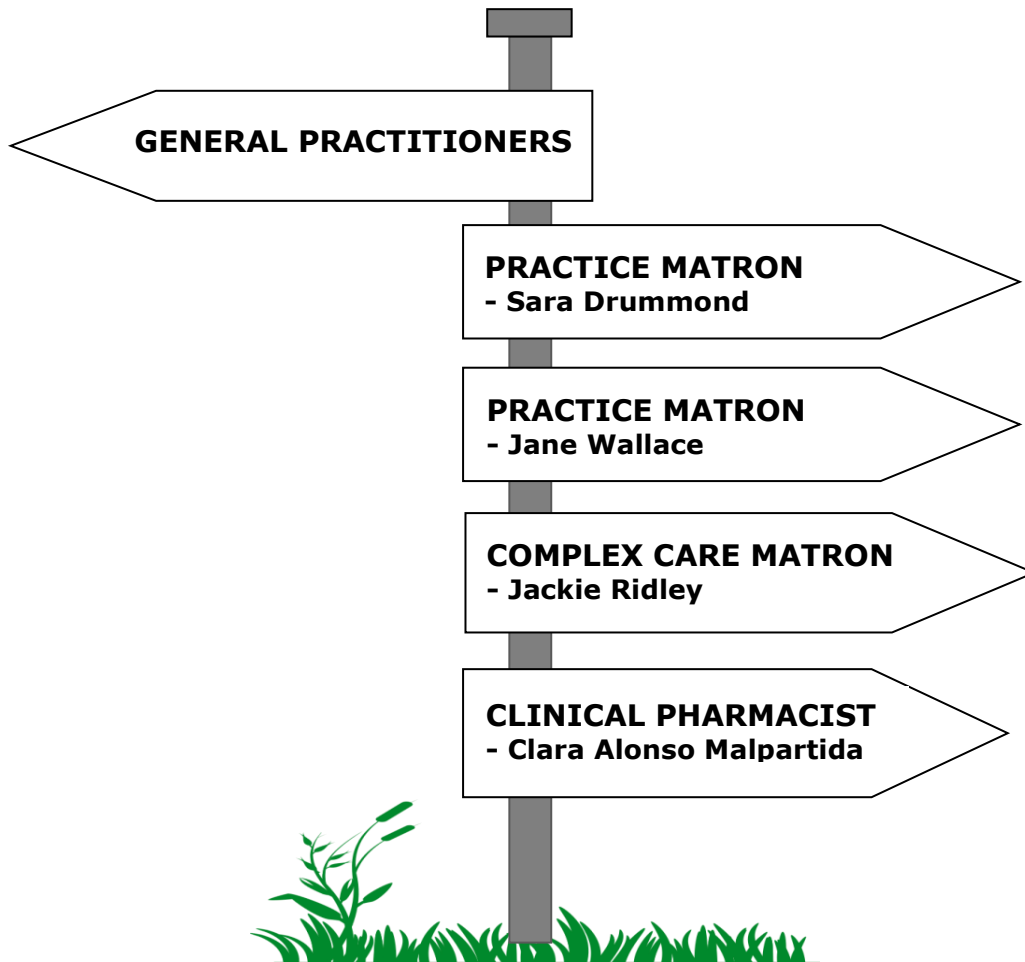
- **180 PATIENTS DID NOT ATTEND A BOOKED APPOINTMENT**
- **THIS EQUATES TO 35 HOURS OF APPOINTMENTS WASTED**

From your comments in the patient survey and our own experiences we know how frustrating it is when you can't get an appointment, so please, **if you no longer need your appointment let the surgery know as soon as possible** – by phone or online – so the appointment can be made available to others. If the surgery have your mobile number you will be sent an appointment reminder text.

## 'ACTIVE SIGNPOSTING'

'Active signposting' is being introduced by the NHS across the country to make relevant healthcare more accessible. BRS is embarking on this initiative, so you will begin to notice some changes occurring when you call the surgery to make an appointment. Signposting aims to change the assumption that GPs need to be the first point of care for all patients.

Some changes have already taken place. As you can see by the signpost below, BRS have a number of different healthcare professionals who are now in place to help you. The aim at BRS, is to advise patients and carers about the sources of help and advice that are most appropriate for their needs



The recorded message when you call the surgery will be new and give you information about what you might be asked – this is in order to direct you to the most appropriate healthcare professional.

**For this to work and to best use the resources available BRS needs your help.**

Receptionists are the first port of call when patients wish to make an appointment. Their role will be changing. To help to get you the correct appointment, the receptionist will need to know a little about your reason for calling. The reception team will have information to hand that will allow them to signpost you to the most appropriate professional/service. Should you not wish to disclose to the receptionist the purpose of your request to see a GP this will have no impact on your request for an appointment and you will be offered an appointment with a clinician as requested.

**PRACTICE MATRONS**  
- Sara Drummond and Jane Wallace

If you need to see someone within the next day or so, please consider whether the Practice Matrons may be able to help you. They are Nurse Practitioners who are able to comprehensively and holistically assess, diagnose and treat a range of conditions, and prescribe if necessary.

Examples of conditions they manage are same day or urgent problems (liaising with a GP if required), management of chronic disease, and of other conditions such as viral illness, coughs, colds, skin problems, joint and back pains, depression and anxiety problems though this list is not exhaustive.

The Matrons also offer some specialist clinics - on Tuesday mornings there is a dedicated clinic for consultations on contraception, menopause related issues and sexual health screening and on Friday mornings a clinic is dedicated to fitting IUD/IUS/implants.

**COMPLEX CARE MATRON**  
- Jackie Ridley

This role centres around the most vulnerable patients in the surgery, visiting them at home if required and working with various community teams e.g. District Nurses, Social Services and volunteer groups, to support patients in their own homes and try to avoid hospital admissions. Jackie is able to assess, diagnose and treat a range of conditions and works closely with the Duty Doctor.

**CLINICAL PHARMACIST**  
- Clara Alonso Malpartida

This role takes a lead on the respiratory care of patients with conditions such as Asthma and COPD, prescribing as required. Clara is a Clinical Pharmacist so also undertakes medication reviews, monitors patients on multiple medications advising on any changes that might benefit them and answering any queries patients may have about the medications they are taking.

With the information regarding the areas BRS professionals cover, you may be able to be proactive and make your own choice when making an appointment. Here are some examples :

**Scenario 1:** I need to have some medications I no longer need on my prescription removed. I will call the surgery and ask for a telephone appointment with the clinical pharmacist.

**Scenario 2:** I think I have an ear infection, I'll call and book an appointment with a Practice Matron.

## **BUS SERVICE FROM LEIGHTON BUZZARD TO LUTON AND DUNSTABLE HOSPITAL**

Patients who are severely inconvenienced by the cancellation of the **No. 70 bus**, which used to stop close to the hospital, can write to : Arriva Customer Services, FREEPOST ANG7642, Luton, Beds LU4 8BR or fill in the complaints form at : [www.arrivabus.co.uk](http://www.arrivabus.co.uk)  
**The No.70 bus has been replaced by the F70** which follows the Busway and involves a longer walk (advised approx 20 minutes by patients who have used the new service).

## **PLEDGE TO USE NHS SERVICES WISELY**



There are things that we can all do for ourselves and for one another to help the NHS work effectively, and to make sure resources are used responsibly.

Did you know that?

- More than 12 million GP appointments are missed every year, costing in excess of £500 million
- Almost 8 million hospital appointments are missed every year, costing nearly £1 billion
- More than 9 million people were sent home from A&E in 2016/17 with just advice which they could have got from a pharmacist or by calling 111.



### **PATIENT FEEDBACK ON THE NEWSLETTER**

We would love to hear your feedback on the newsletter. Did you find it useful and informative? Is there something you would like us to cover in future newsletters? Do you have a non-clinical question that you would like answered? If so, Email us at [bassetroadppg@gmail.com](mailto:bassetroadppg@gmail.com) or leave a comment in the PPG Comments Box in the surgery – with your contact details and we will get back to you.