

Boughton Health Centre Newsletter

Autumn 2011

Autumn is Here !



Welcome to the September 2011 Edition of our Newsletter

The Influenza Campaign starts on Saturday 17th September 2011. We will be taking bookings for appointments from early September onwards.

We will be running extra surgeries on some Saturday mornings and late afternoons to meet the demand which has been very strong in the last three years. All patients in the 65+ age group plus all those with COPD, diabetes, stroke/TIA or coronary heart disease should book their free vaccination against influenza in the coming winter months.

We will be pleased to give you further advice on this important matter over the coming weeks. If you require advice you can contact the NHS Direct Line on 0845 – 4647

Please book your “flu jabs” from the beginning of September onwards.

For more information please visit our website at:- www.boughtonhealthcentre.co.uk

BOUGHTON HEALTH CENTRE

HOOLE LANE
BOUGHTON
CHESTER
CH2 3DP

OPENING TIMES:

MON-FRI: 8AM TO 6.30PM
SAT-SUN: CLOSED
BANK HOLIDAYS: CLOSED

PHONE: 01244 325421

FAX: 01244 322224

EMERGENCY & OUT OF HOURS

CALLS CAN BE MADE ON

01244 325421

OR 01244 343300

WEB:

www.boughtonhealthcentre.co.uk

The New NHS White Paper

The Government has been making changes to the new White Paper (June 2010), setting out the re-organisation of the NHS and GP Practices in the UK.

The Government undertook a period of public consultation and reflection in May and June 2011. PCTs are now expected to remain until April 2013 to give GP Consortia sufficient time to co-ordinate these changes in how healthcare will be delivered.

More healthcare will be delivered in the Community and at GP Practices, which is what patient feedback has been telling us in recent years.

Our Practice's Opening Hours

We are open from 8am and closing at 6.30pm, Monday to Friday. Our out-of-hours service can be contacted outside of these hours and at weekends/Bank Holidays on our normal telephone number. We provide an ability to pre-book routine appointments with both a GP or a Nurse two weeks in advance. When booking your appointment please give brief details of your problem to the reception team, they have been trained to ask these questions, in order to direct you to the most appropriate clinician. We also provide appointments 48 hours in advance as well as “urgent” on the day appointments. Patients can book these appointments either in person, by telephone or online at our website



Important News: Changes to Boughton Health Centre in 2011/12.

www.boughtonhealthcentre.co.uk



National Patient Survey

The latest National Patient Survey for this Practice was published in June (for the 12 month period April 2010 to March 2011). 1,143 patients were surveyed by Ipsos MORI. We are very pleased to be able to report that there has been a steady improvement in our overall results over the past two years. We did particularly well in four key areas:-

Frequency of seeing preferred doctor : We scored 87% against the national average of 74%.

Ease of getting through to the surgery on the phone : We scored 78% against the national average of only 69%.

Satisfaction with surgery opening hours :We received an average result in this area (80% against the national average of 80%).

Satisfaction with overall care received at surgery : We scored 92% - above the UK average of 90%.

We invited all patients to attend our ninth patient forum meeting (Patient Participation Group) on 7th June 2011. Thirty-one patients attended the event and areas that the Practice has been asked to review include:-

To look at improving the access to a GP appointment within 48hrs.

To review the use of e-mails within the NHS if and when appropriate.

To include more financial information regarding DNA lost appointments in the newsletter.

To include more financial information to patients/PPG regarding Secondary Care costs and budgets.

Look at ways of increasing In-Practice Phlebotomy service provision to cover absences.

To hand out new patients the quarterly newsletter with the practice leaflet Deal more effectively with habitual/ multiple DNA patients.

Missed GP and Nurse Appointments

Each year on average we have approximately 1,250 appointments (2%) that patients fail to attend (known nationally as DNAs—Did Not Attend). Our Patient Participation Group has asked us once again this year to address this difficult area. Whilst we can all accept that in today's busy world we can all perhaps forget the odd routine appointment. The problem is however much more difficult with a steady number of patients who frequently fail to attend on a regular basis. As this is such an unacceptable waste of NHS resources we will continue to contact any "multiple DNA" patients to ask them to attend in future and to be more considerate to the needs of our other patients. NHS regulations do not currently permit us to fine such offenders (which has been the continuous feedback of many PPGs nationally. The national average for DNAs is currently 3%).

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