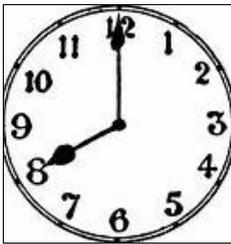


Dr Astbury & Partners

St Luke's Primary Care Centre

Newsletter Spring 2014

**DON'T FORGET OUR LATE
EVENING SURGERY TILL
8pm ALTERNATE TUESDAYS
AND WEDNESDAYS**



OPENING HOURS (phones
and reception)

Mondays: 7.00am—6.30pm
Tuesdays: 7.00am—6.30pm
AND alternate weeks till 8.00pm
Wednesdays: 7.00am—6.30pm
AND alternate weeks till 8.00pm
Thursdays: 7.00am—6.30pm
Fridays: 7.00am—6.30pm

Recent Changes

Welcome to the Spring 2014 edition of the practice newsletter.

Recent changes have seen us say goodbye to Dr Burada who has taken up a new position. We will miss her but wish her all the best in her new job.



We have also said goodbye to Dr Hensher, one of our registrars who had been with us since August 2013. Dr Hensher was with us for 8 months as part of her training.



We are delighted to have welcomed Dr Shenton on board for the next 4



months. Dr Shenton is a registrar who will be training with us.

Finally we would also like to welcome Dr Akram to the practice. Dr Akram is going to be replacing Dr Burada and will be here on Mondays, Tuesdays, Thursdays and Fridays.

CONTACT US

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www.drastburyandpartners.co.uk
Online prescriptions & telephone
consultation bookings:
<https://systmonline.tpp-uk.com>

Telephones - WE APOLOGISE

The practice is aware that some patients have had difficulty in getting through to reception via the phone.

We would like to extend our sincere apologies for any inconvenience this has caused.

It has been a tremendous source of frustration for us and we are working hard to try to resolve the issues.

We have implemented a number of changes but we have been restricted by the functionality of the hardware.

We have recently spent a significant amount of money on new software which will enable patients to book appointments with the doctor 24/7 where

availability allows.

We are currently in the last phase of testing and hope to roll out this functionality shortly. Further information will be available on our website once this has been launched.

We have also taken on 2 additional receptionists to enable us to reduce queues on the telephones

We do appreciate your patience as we try to find the best solution to improve access via the telephone.



Patient Questionnaire Results

Patients who attended the surgery to see the doctor throughout January may have found that they were asked to complete a survey on their experience at the practice.

All GP practices are required to carry out an anonymous survey each year which asks for feedback on a number of issues including the care offered by the doctor, the opening hours, reception, telephones and appointments.

We are very grateful to all patients who took the time to complete a survey.

The full details of the survey and the practice development action plan can be found at our website www.drastburyandpartners.co.uk but attached is a brief summary of the findings:

90% felt that the practice is open at times that are convenient

82% felt that they could normally see a doctor or nurse on the same day

93% felt that the receptionists were helpful

59% felt that it was easy to get through on the telephones

96% felt that the doctor was good or very good at putting them at ease, being considerate, listening, giving enough time, assessing them and explaining their condition and treatment plan.



95% would recommend this practice to someone who had just moved into the area

We are delighted to see that the overall experience of patients at the surgery is so positive. However there are some areas that we do need to work on.



These areas are detailed in our development action plan which can be accessed via our website.



PPG—Patient Participation Group

The practice is proud to have a thriving PPG which has been running now since 2006. The PPG is involved in working with the practice to be a voice for the patients. They are instrumental in ensuring that we are providing our pa-



tients with what they need and helping us in understanding how we need to develop the practice. The practice is tasked with maintaining a PPG that is representative of its patients in demographics, age, gender and ethnicity.

Recently the PPG has helped during the launch of the new clinical system, in fund raising for equipment and has also run a skin awareness week to advise patients of the dangers of skin cancer. If you think that this is something that you would like to be involved with please leave your contact details at reception and we will be in touch.

Care Quality Commission — CQC Inspection

All GP surgeries must now be registered with CQC and will have an inspection roughly every 2 years. We are delighted to say that we had our inspection in January 2014 and were declared compliant in all areas. There are 16 standards that CQC measures for compliance. The 5

areas that were identified at random for review were:

- consent to care and treatment
- care and welfare of people who use the service
- safeguarding the people who use the service from abuse
- supporting workers

- complaints

The full report can be found on the CQC website: <http://www.cqc.org.uk/node/730526>

