

HELP THE PRACTICE TO HELP YOU – Make the most of your appointment

The Practice regularly analyses the Friends & Family feedback from patients to ensure they are aware of any issues affecting patients. DHC regularly exceeds a 90% positive feedback and from my work in the North Oxford Locality Forum where I meet other patient participation groups, we do need to appreciate how lucky we are to have such a professional and dedicated team at our disposal. One area that has been mentioned by many, however, is the waiting time for appointments with comments such as:

“Wait times for appointments when arriving at the surgery are often long (30+ minute delays are frequent!)”

I thought, therefore, it would be helpful for me to discuss this with colleagues at the Practice. Following our discussions, they have asked me to summarise some ways in which we can help them help us and keep delays to appointments to a minimum. These are the key things we, as patients, can do:

1. Trust the Patient Services team at Reception when you call to make the appointment. They will ask some

questions to ensure they direct you to the right healthcare professional. If you think you might need more than the standard 10-minute appointment then ask for a double appointment. This is especially true if the visit concerns mental health issues or might require a long discussion.

2. Turn up ahead of time for any appointment. If you are 2 minutes late, for example, that will make everyone following 2 minutes late and if several patients do this then everyone suffers delays to their appointment time for the rest of the surgery.

3. Cancel or re-arrange any appointment you cannot make. DNA (do not attend) appointments are depriving others of a valuable slot and, for the sake of a quick call that will be much appreciated.

4. Dress appropriately so if you must be examined the doctor doesn't have to fight tight clothing!

5. Make the best use of the 10 minutes you have with the doctor. Thinking about this before you see the doctor will help them keep to time and be more likely to give you the result you want. Plan what you are going to say. A useful acronym for this is **RSVP**.

Reason - why are you there in one or two sentences.

Story - some background if appropriate, tell your story briefly

Vital information - provide any vital information you may have to help the doctor understand the situation and condition you are in.

Preferred outcome - what do you want to happen. Do you want re-assurance, treatment, referral or an opinion?

Consider writing this down so you don't forget.

Example - “Good morning Doctor. I am here because I have a pain in my stomach. (*Reason*). I have had this for a week and it comes and goes. It is not severe pain but is starting to affect my daily life. (*Story*). I have kept a diary of my food and bowel habits for the past week. (*Vital information*). I just want some re-assurance that it is nothing serious. (*Preferred outcome*).

We hope this helps, we will be discussing this and other issues at our Annual General Meeting later this year. If you want to attend or join the on line patient forum for DHC then please contact me on andycrawf1954@gmail.com

Andy Anderson

Chair, Deddington Health Centre
PPG

Brexit and medication supply issues

We are asking patients to order medication as normal and we will not be 'stock piling'. There have been ongoing difficulties with obtaining some medications over the past few years, we do our best to source these medications by shopping around and where we cannot obtain your medicine we will contact the doctor on your behalf to arrange for a suitable alternative. Please ensure you keep 7 days medication in hand and where there is known problems with your medication please speak to the dispensary team who will advise you.

Your Contact Details

Please ensure that you keep us updated with your latest contact details, this includes home and mobile telephone numbers, email addresses and home address.

We send text reminders for appointments 48 hours prior to the appointment. We will also send reminders that you need to book for certain health needs; flu immunisations, annual reviews for chronic diseases, medication reviews.

Your GP will also begin to send you a text message to inform you of test results, please check at your appointment that we have the correct contact details.

New Pharmacist

We have a new Pharmacist, Sandy, who works with us once a week. Sandy has been visiting our housebound patients to discuss their repeat medications and is currently holding clinics at the Practice to see patients who are on a complex set of medications that are due an annual review.

Medication Reviews

If you are on repeat medications then we need to complete an annual medication review with you. You will find your medication review date printed on the right hand side of your prescription. If you have an appointment with a GP and know that your medication review is becoming due, please check with the GP if you need to do anything so that they can update your review date.

If your medication review becomes overdue and the GP is unable to update this without you taking action, (e.g. blood test, blood pressure, health check appointment) you will be advised of what action is required.

If you do not complete as the GP has requested we will send you a final reminder and after 30 days of no action we will remove your medications from 'repeat', this means that you will need to contact a GP every month to authorise your medication.

Not Attending

During December, January and February we had 164 GP appointments booked by patients that did not attend and did not cancel the appointment.

In the same months we had 197 nursing appointments booked that patients did not attend and did not cancel.

If you are unable to attend your appointment please let us know, however short the notice is.

Self-Check-In

Patients are able to check themselves in for their appointment at the Practice rather than wait at the Reception desk to be checked in. The patient self-check-in is located on the wall by Room 4 in the main waiting area.

NEXT ISSUE

We will publish our newsletter again in Summer 2019 so if you have any topics you would like to have covered or have any comments about services at the Practice please email andycrawf1954@gmail.com