

# THE NELSON MEDICAL PRACTICE



## Patient Newsletter

### Welcome to the first Nelson Medical Practice patient newsletter

After many years of planning we finally opened our doors here at the new Nelson site on Tuesday 7<sup>th</sup> April 2015. Everyone at both the Cannon Hill Lane and Church Lane practices worked tirelessly to be up and running for 8am on Tuesday morning, working all over the Easter holiday break in some cases, and we thank all our staff for the great effort they made to make the move as seamless as possible for all our patients.

There is no denying there were some initial teething troubles, mostly technical, which do now appear to have settled. We continue to work to resolve any issues as they become known to us.

### Patient Survey – What You Said

We recently sent out a survey to a sample of over 15,000 of our registered patients, and received 635 replies. Responses to the majority of the questions were very positive. Where the responses were less than positive and patients felt we could do better we have tried to identify the root causes and are now working towards improving these areas.

To see full results of the survey go to our website at [www.nelsonmedicalpractice.co.uk](http://www.nelsonmedicalpractice.co.uk)

The two main areas of concern identified were availability of appointments and getting through on the telephone, especially at busy times.

### What we are doing to improve these areas:

We are in the process of recruiting five new non-clinical posts. Of the five posts, three have been appointed already with further interviews taking place over the coming week. We are hoping all posts will be filled and new team members commencing with us in early October. These new members of the team will all be assisting with answering the telephones, and handling patient queries.

We are also continuing to monitor the telephone system with a new “management console”. This will enable us to identify problems and raise technical issues with the system supplier which can then be addressed in a timelier manner.

We are also recruiting two full-time and one part time Physician’s Associate, three new doctors and additional nursing capacity. It is anticipated that these new clinical staff will be in post by the end of October 2015. In the meantime, we have engaged a number of locum doctors to provide additional appointment capacity.

We trust these new appointments will go some way to addressing the issues identified in the patient survey and help improve the service we provide to our patients.

We are also looking forward to working more closely with patients through the development of the Patient Reference Group which will work with the practice to improve communications with and expand the practice’s Patient Participation Group for use in patient involvement.

### NHS Choices

NHS Choices has a section where patients can leave a comment about a practice. Good feedback is enormously encouraging for our staff and we are very grateful for those kind comments. **We appreciate the time and effort of those who have made comments.**

Sometimes comments are made which we need to investigate, to make sure we can do things better in future. We can’t do this if anonymous comments are made, although we do our best.

If something hasn't gone well for you at the practice, please let us know directly so we can investigate. We have an online comment form on our website. Please use this rather than using NHS Choices.

### **EPS (Electronic Prescription Service)**

We are increasingly trying to use electronic prescriptions which save you having to collect a prescription from us and take it to the pharmacy. All you do is nominate a pharmacy which is convenient for you to collect from. You order it a few days before, as now, and then it is authorised by the doctor and sent electronically to the pharmacy you have chosen. It can be a pharmacy close to where you live, or shop, or even where you work – the choice is yours. Make clear when you next request a prescription, either to us or your pharmacist that you are happy to use this service.

If for any reason you want to change pharmacy or you don't want to use EPS for a certain prescription, just let us know and we can change the nomination or issue you with a paper prescription.

Web link: <http://systems.hscic.gov.uk/eps/patients>

### **Flu Season**

Your doctor strongly recommends that you have a flu jab if you are aged over 65, are pregnant or suffer from any of the following conditions:

Diabetes  
Heart Disease  
COPD/Respiratory Disease  
Immuno-deficiency  
Chronic kidney disease

Please contact the surgery for an appointment in one of our flu clinics or go on line at Patient Access and you can book it directly yourself

### **Farewell To Drs Martyn & Angela Wake**

Sadly we have said goodbye to Drs Martyn and Angela Wake, who retired on the 4<sup>th</sup> September after more than 30 years' service at Church Lane and The Nelson Medical Practice. Martyn was instrumental in the visioning and redevelopment of the Nelson site into the 21<sup>st</sup> century community health facility that it is today. One of Angela's most significant achievements has been the development of a diabetes centre of excellence within the practice. We will remember Martyn and Angela for these legacies along with their outstanding patient care. We wish them both every happiness in their retirement.

The Nelson Medical Practice contact details:

Tel: 020 3668 3400

Website: [www.nelsonmedicalpractice.co.uk](http://www.nelsonmedicalpractice.co.uk)

If you have any feedback or suggestions on how the practice communicate further developments to patients please drop a note to:

Mrs L Bradley – Operations, Workforce and Communications Director  
The Nelson Medical Practice