



Redgate and Somerset Bridge Medical Centre

# Patient Group News

## 2013/14 PATIENT SURVEY RESULTS

- Patient Survey Results
- 111 service
- The NHS is Changing the Way it Uses Your Data
- Introduction of Birthday Reviews for Patients with long term health conditions

Thank you to everyone who took part in our recent Patient Survey. In total 142 patients at Redgate and 118 patients at Somerset Bridge took part in the survey which ran between 9th and 27th December 2013. The results showed that at:-

### Redgate

- 86% of responders said the Doctor/Nurse Practitioner made them feel very or extremely welcome.
- 90% said the Doctor/Nurse Practitioner was good or very good at listening to them.
- 89% of patients surveyed felt the Doctor/Nurse Practitioner gave them enough time
- 80% of responders felt all of their main concerns had been addressed during the consultation
- 85% of patients were clear what would happen next and 81% of patients knew what to do if their condition worsened.

### Somerset Bridge

- 91% of responders felt the Doctor or Nurse Practitioner made them feel very or extremely welcome.
- 96% felt the Doctor/Nurse was good or very good at listening to them.
- 95% felt the Doctor/Nurse Practitioner gave them enough time.
- 93% felt their main concerns were addressed during their consultation.
- 97% rated their overall experience at the surgery on this occasion as either good or very good.

### What happens next?

Members of the Patient Group and Practice representatives met on 29th January 2014 and agreed to:-

- Design a waiting room leaflet to help patients get the best from the Doctor at their next appointment. The leaflet will be designed to encourage patients to prepare for their consultation by asking them to think about what they are concerned about, what symptoms they may have, what they want from their Doctor—perhaps a diagnosis, treatment, referral or just advice and the type of questions they may want to ask.
- Members of the clinical team will look at current consultation methods and try to identify other ways that ensure all patients leave their consultation feeling that their main concerns have been addressed and they have a clear understanding of what will happen next or what to do should their symptoms worsen.

**Did you know ?** You can now book **routine GP** appointments online.

To sign up for this service, simply visit our website:

[www.redgatemedicalcentre.co.uk](http://www.redgatemedicalcentre.co.uk)

[www.somersetbridgemic.co.uk](http://www.somersetbridgemic.co.uk)

### Not sure what health service you require ?

Knowing when its appropriate to see a GP or another health professional can sometimes be confusing. If you have a non-life threatening medical problem and need advice you can telephone NHS 111 or visit the NHS Choices website

**The NHS is Changing the way it uses your data—Care Data**

Practices will soon be required to share elements of patients’ records, including some confidential personal and medical information with the Health and Social Care Information Centre and NHS England. This will be managed through a system called Care Data and the GPES (GP Extraction System). This data can then be used by the NHS to

- find more effective ways of preventing, treating and managing illnesses,
- make sure that any changes or improvements to services reflect the needs of the local patients
- understand who is most at risk of particular diseases and conditions, so those who can plan care can provide preventative services
- guide decisions about how to manage NHS resources so that they can best support the treatment and management of illness for all patients.

Your postcode, date of birth, gender or NHS number may be used to link your records in a secure system. The vast majority of extracts will be anonymized and you will not be identified.

**You have a choice.** If you are happy for your information to be used in this way you do not need to do anything.

However, patients may instruct their GP practice to prevent the transfer of their practice based data where they are not happy to share this information. For more details about ‘Opting Out’ please ask the Receptionist for a copy of our leaflet ‘How Information in your Medical Records is used to Improve Health Care’

**Patient Group Meeting Dates in 2014**

29TH JANUARY

12TH MARCH

30TH APRIL

4TH JUNE

16TH JULY

27TH AUGUST

8TH OCTOBER

19TH NOVEMBER

17TH DECEMBER

Venue:

**Redgate Medical Centre**

Time:

**10.30—11.30 am**

All patients are welcome to attend.

**We are Changing the Way we Review Patients with Long Term Health Conditions**

**Birthday Review**

From April 2014 we will be changing the way we manage patients with long term health conditions. Patients who have conditions such as diabetes, asthma, COPD, hypothyroidism, cardiovascular disease or high blood pressure will have a single review for all their long term medical problems each year in the month of their **birthday**. This will reduce the number of visits patients have to make to have their long term conditions monitored which we hope will be much more convenient. We would encourage you to contact the practice around the time of your birthday to book a **Birthday Review** appointment if this applies to you.

Transferring from the old system to a birthday review system is going to be challenging and may result in some patients being seen earlier or later than they initially expected. The doctors would like to thank all their patients for their support whilst we are implementing these changes



**Is your New Year’s Resolution to quit smoking ?** If so now’s the time to consider booking your initial appointment with one of our trained Stop Smoking Advisers .