

## Newbury Street Practice Newsletter Number 27

### **Staff changes**

We have three new members of staff to welcome to the practice.

Pip Chapman left us in January to go back to hospital nursing after six good years with us during which time she became popular with many patients. We now have Caroline Lazurus. Caroline spent five years working in A&E in an NHS hospital and then worked for eighteen months on Cruise ships as part of a small team looking after 3000 passengers and 1000 crew.

Sheila Mackenzie retired from the practice in February after 22 years with us. Sheila worked for many years in the old building in Garston Lane before our move to Mably way. She has seen a big change in the job including the computerisation of records and appointments. We all wish her a long and happy retirement.

Nikki Wilkins has joined us; Nikki has many years experience working as a receptionist in NHS hospitals and is looking forward to her new role at Newbury Street.

Dr Amy Hetherington our latest trainee doctor has now left us and will soon be replaced by Dr Janet Fallon.

Veronica Roberts our long serving District Nurse retired in January and is being greatly missed. A replacement is being sought.

### **Seasonal Flu**

The campaign has now finished and we vaccinated almost 2,650 patients. This included some 85% of the 65 and over group, 100% of the 6 month to under two at risk group and 71% of the 16 to 65 at risk group. This is one of the best rates in Oxfordshire.

### **Swine Flu**

This is an ongoing campaign in which all eligible patients have been contacted. We are vaccinating the under fives and the occasional patient who missed out on the specialised clinics.

The take up of this vaccine was a little lower than the seasonal flu but we still vaccinated 70% of the eligible 6 month to age 10, 60% of the 10 to 65 and 67% of the eligible over 65s.

### **New Web Site**

We will be opening a new website very soon with the same address as our existing one, [www.newburystreetpractice.co.uk](http://www.newburystreetpractice.co.uk) We hope that you like the new format, one of the main advantages is that we will be able to amend the content easily and instantly so it should always be up to date!

## **NHS Number**

Every patient has a unique number which is used throughout the NHS. It is very good practice for patients to quote this number in any dealings with us and any other areas of the NHS as it will reduce even further the rare occasions where identification mix ups occur. If you don't know your number please ask at reception where it can be printed out for you.

## **New Appointment Making System**

As you may be aware regular surveys are carried out by the Department of Health to assess patient satisfaction with their surgery. We have always done well in these surveys with one exception. Patients have not always been satisfied with how long it takes to get an appointment with a clinician and dislike having to call back later.

With this in mind we have looked again at how this important process works. The new system is designed to ensure that a caller gets a suitable appointment on their first call or else is offered a call back from either our nurse practitioner or a doctor.

When a patient phones in they will be asked to give some idea of the medical problem. This is so that we can see immediately if the appointment need is urgent in which case a same day appointment will be made or if there are no bookable slots a doctor will phone back and deal with the need, booking a "fit in" appointment if appropriate.

If the need is clearly a minor illness a suitable appointment with our Nurse Practitioner will be made. If we can't assess the need then a call back (usually by 10.30 a.m.) the same day will be booked with our Nurse Practitioner. During this call either advice will be given which will save the need for an appointment, or an appointment will be made with the Nurse Practitioner or doctor as appropriate.

We have also increased the number of people answering the phones from 8.30 to 9.00 from three to four or five.

Initial reaction has been good, many Doctor appointments have been freed up and so access has improved. Finally the use of our online appointment booking service is being promoted further so that we receive fewer calls.

If you have any comments regarding this new system please let our Practice Manager know at [bob.lewis@gp-k84019.nhs.uk](mailto:bob.lewis@gp-k84019.nhs.uk)

## **Online Booking**

If you would like to be able to access appointments (and especially non urgent ones due in the future) please either register through our website [www.newburystreetpractice.co.uk](http://www.newburystreetpractice.co.uk) or ask at reception.