



Patient Participation Group news

A very big **THANK YOU** to all of you who completed our recent patient questionnaire.

The questionnaire was organised from questions suggested by our Patient Participation Group which was held at Shadsworth surgery but represented by patients from Shadsworth, Rhyddings (Oswaldtwistle) and Lambeth Street Surgeries.

Overall the results were good.

We were keen to know if our patients were aware of some of the services we offered. We had mixed results about this.

Other questions were asked about the way you are treated by receptionists; your ability to get through to the surgery by 'phone; how long you have to wait in the surgery for your appointment; whether you knew about booking appointments in advance and how you would like to receive health information.

The results are published in this newsletter together with information about the services we offer.

If after reading this, you would like any further information, please contact the surgery where you are registered:

Shadsworth - tel: 665664

Rhyddings - tel: 233131

Lambeth St - tel: 267940

Keep checking our website:

www.cornerstonepractice.com

and click on your surgery site link for news updates on what we're doing.

NEW SURGERY POD!

Why not try out the new surgery pod to save time when coming to see the nurse.

Key Features of the pod include taking blood pressure readings and weight check.

Ask a receptionist about it!

Prescriptions



Please do not telephone to order prescriptions, as this can block the phone for emergencies and you may also be misunderstood.

If you take regular medication and need regular prescriptions, there are many ways for you to order:

- Ticking the boxes next to the items you need, which is on the right hand side of your previous prescription form
- Filling out a prescription request form
- Asking your local chemist to order your medications for you
- Online access
- **Please give 48 hours notice to collect your prescription.**

Online Access

EMIS Access provides services via the Internet for patients with their doctor's surgery. Patients register to use the service, then log on to: communicate with the practice, change address information, request repeat prescriptions and book appointments with a doctor.



EMIS access is useable any time the surgery computer system is running, so patients can use it in the evenings or weekends as well as during the day. We still ask for 48 hours to process prescriptions (not including weekends and bank holidays).

When using EMIS access all your personal information is safe and secure.

Please ask a receptionist for further details.

Repeat Dispensing

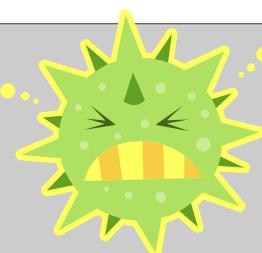
If you or someone you care for have used the same medicines consecutively for the past 6 months or more and are stable on your medication you may be able to collect 6 months of prescriptions at once.

Please ask a receptionist for further details.



Flu campaign Drop-in clinics

Thank you for attending our drop-in clinics. Take-up has been very good. Feedback from our patients is that they loved it. We still have vaccine left for patients under the age of 65 who have a chronic disease. !



If you visit with children during the holidays, please ask for a colouring sheet and pencils, then give the picture to the GP or nurse to brighten their day!!

NEW LOW BACK PAIN DROP-IN CLINICS

Available at Barbara Castle Way Health Centre

Tuesday 9.30-11.30 a.m. and Thursday 1.00-3.00 pm

Tel 01254-617323 or 01254 617324

Synchronisation of medicines

Are you having problems with your regular medication running out at different times. If so, please ask a receptionist to check if they can bring your medication into line

Monday late surgery

We open late on a Monday evening each week to enable patients who are unable to attend during the day. We have a doctor, a nurse, the nurse practitioner and the stop smoking advisor in surgery on these Monday evenings.

Thursday lunchtime closure

Just a reminder, if you don't visit often, that the surgery is closed from 1pm to 2pm every Thursday for staff training.

Word for today

Please ask for a copy at reception

Stop Smoking Clinic

We run a Stop Smoking Clinic on Mondays, Tuesdays and Fridays. If you'd like help to stop smoking, please ask to be referred to Debbie, our stop smoking advisor. We are pleased to announce that a high proportion of patients attending the clinic are successful in quitting smoking. Well done!

Healthy lifestyles

In conjunction with the local Council, we tried to promote a Healthy Lifestyle scheme, but unfortunately, the patient response wasn't as we had hoped. The intention is that these will be group courses, ideally with a minimum of 8 patients in a group. Please contact a receptionist if you would like to attend

Courses include:

Learning about healthy eating including healthy breakfasts

Learning about signs and symptoms of stroke, TIA and the FAST message

Bowel Cancer Screening Awareness (B bowel aware).

Diabetes

Need help with confidence/self esteem?

We're currently investigating the possibility of running a healthy eating club

Thank you for telling us what you think!

Patient Participation Questionnaire Results

Across the three sites, we received 786 completed questionnaires.

The responses were from patients in the following groups:

Gender: male 38% Female 62%

Age: Under 35— 32%, 35-64—54%, over 65—14%

Ethnicity: White British —82%, Indian/Pakistani— 15%, other—3%

Employed: 41% employed

Carers: 15% were carers

Disabilities: 20% had disabilities

Chronic conditions—32% suffered from chronic diseases

Frequency of visits to GP—11% rarely, 59% occasionally and 30% frequently

How we responded to answering the 'phone

81% of people said that our response was good and above.

Individual comments were:

- Long waiting times at 8.30 a.m.,
- Sometimes feels like the surgery is shut,
- Always told that appointments not available for the next day until the following morning.

We know there is still room for improvement and we

on this. In the meantime, please help us by avoiding 'phoning for test results and prescription enquiries early in the morning.



We would to welcome you to future meetings. If you would like to join please contact your surgery

How you rate the way you are treated by receptionists

98% of people said that the treatment by our receptionists was good and above.

We are really glad to know that you appreciate our receptionists!

Patient awareness of services

It became apparent that you didn't know about some of the services that are available.

A high proportion of you knew about the Stop smoking service and the drop-in flu clinic but less of you knew about the ability to order prescriptions online, synchronisation of medication, repeat dispensing and Healthy Lifestyle sessions.

There is a little bit of information about the services elsewhere in the newsletter.

How long do you have to wait in the surgery for a consultation?

84% of people said that their wait was less than 20 minutes to see a doctor, but when we asked how you felt about this, 73% of you thought that the waiting time was good or above.

Individual comments from patients were:

- I am happy with the service and speed of appointments
- I am prepared to accept the waiting times as the doctor gives quality time
- I am willing to accept delays in appointments

Please help us by bringing only one problem to your appointment

Are you aware that you can book appointments in advance?

About [2/3](#) of you didn't know that you could book appointments in advance. We offer appointments for urgent problems on the day and up to 4 weeks in advance. If your doctor wants to see you again in a few weeks time, you could book a future appointment at reception on your wait out.

How would you like healthcare information provided to you?

[56%](#) of you would prefer to receive health information from doctors/nurses. We are able to print leaflets about conditions during a consultation, so please feel free to ask if you want some information. The next highest score was from people who would like to receive information in the form of a newsletter.

How about looking at <http://selfcareforum.net>

Do you have any unused medicines / bandages etc that have 15 months or more left on their expiry date?

Please bring them in! We'd like it to send it to a charity in Africa.

WE ACCEPT

- Complete strips of TABLETS within their original packaging
- INJECTIONS
- INHALERS
- CREAMS
- EYE DROPS AND OINTMENTS
- DRESSINGS AND BANDAGES

All medicines need at least 15 months left on their expiry date

Unfortunately, we do not accept

- Controlled drugs such as MORPHINE, · DIAZEPAM etc
- LIQUIDS
- GLASS BOTTLES
- PART BLISTER PACKS
- ITEMS REQUIRING REFRIGERATION
- USED NEEDLES OR SYRINGES

Thank you for your support!