

CROWN STREET SURGERY



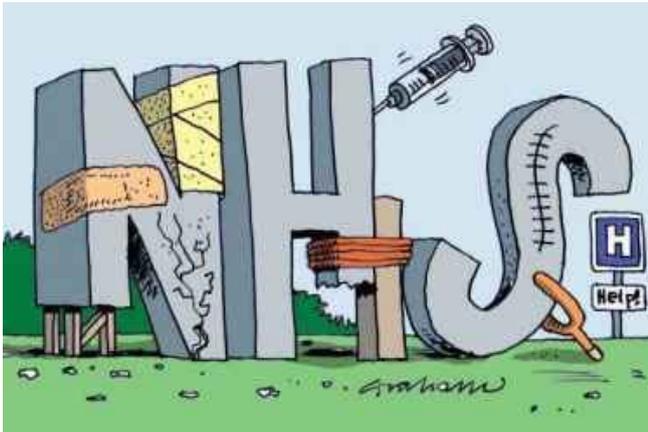
www.crownstreetsurgery.nhs.uk

Tel: 0208 992 2010

June 2012

NHS MINOR AILMENT SERVICE

There is a new NHS service for people, including children, who do not pay for prescriptions. It means that if you have a minor illness or ailment you can go directly to the pharmacy. If your pharmacist thinks that you need medication they can give it to you without you having to pay for it and without a prescription. This should save you making an appointment with your GP simply to get a prescription. You can use this service if you are registered at Crown Street Surgery and if you do not normally pay for your prescriptions.



PRACTICE TEAM

Our healthcare assistant, Dee, returned at the beginning of June after extended leave visiting family in Spain.

On the reception team, Vanessa went on maternity leave at the end of May for one year and has been replaced by Georgina. Clare leaves to start her medical degree at Oxford in September and is being replaced by Nancy, a gap year student who already has valuable hospital work experience.

APPOINTMENTS

KEEP IT OR CANCEL IT, DON'T WASTE IT!

This year an average of 80 nurse appointments per month are not attended by patients. We understand that sometimes there are good reasons why people cannot make their appointments, but what we are asking is that people call to re-arrange or cancel. That way the appointment can be offered to another patient, helping to keep waiting times shorter and also making sure that doctors and nurses use their time more effectively.

Nurse appointments at Crown Street are mostly pre-bookable, we are changing this so that some appointments will be bookable a week in advance and some the day before. We hope that this will reduce the number of missed appointments.

We're doing everything we can to improve our services but we need patient to work with us to make things even better. If you can't get to your appointment, for whatever reason, please call and let us know.

TELEPHONES

We are very aware that patients are finding it difficult to get through on the telephone at the moment.

We have six incoming lines with 4-5 staff answering the phones at peak times and 3 all through the day. We do not consider it would be beneficial to patients to have more incoming lines if there are insufficient staff members to answer them. We think the majority of patients would prefer to get the engaged tone rather than "wait on hold" which can be costly if ringing from a mobile.

We have investigated "add-ons" to our current telephone system to provide information to patients as to where they are in the queue but this will not be possible until we completely replace the system in 2015 at which point we will consider the communication requirements of both patients and the practice.

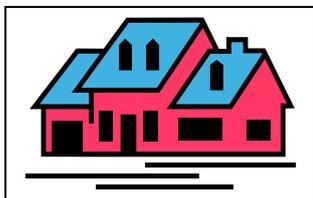
We are sorry if you find it difficult to get through to us on the phone – we do our very best to answer calls as quickly as possible.

DOCTOR NEWS

Dr Kenny will be taking a short sabbatical leave this summer over July-August. Dr Shah has had to commence her maternity leave this week which is earlier than anticipated and we do not expect that she will be back until summer 2013. Dr En Min Choi will be joining the practice for eight sessions a week from mid-July through until April next year. Meanwhile, we are arranging as much additional cover as possible with experienced locum doctors known to us.

Our trainee GPs, Dr Vo and Dr Goru finish their time with us at the end of July and we wish them every success for their future careers. Dr Pambakian is having a break from training and we will therefore not have any trainee GPs for the coming year.

We will however continue to take final year medical students from Kings and Imperial throughout the academic year.



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CHIROPODY SERVICE

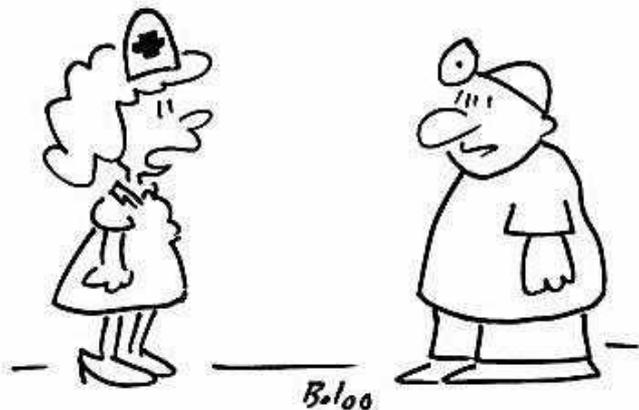
Felicity is a private podiatrist who started working at Crown Street in May and will be providing a fortnightly clinic on a Thursday afternoon. Podiatrists are highly skilled health professionals who have been trained to prevent, diagnose, treat and rehabilitate abnormal conditions of the feet and lower limbs. Felicity is able to offer a range of podiatry services at a discounted price; available to our patients only.

Felicity offers 20 minute appointments for £15 for the following:

- Toenail cutting
- Ingrown toenails (not removal)
- Fungal nails
- Corns
- Calluses
- Verrucas

At £15 it is less than half the price of a normal private chiropody appointment and will save patients long waiting times for Mattock Lane/Acton HC. You can book appointments at reception, please note that as it is a private service, you will need to pay in advance and the payment is non-refundable.

PODIATRY CLINIC © Original Artist
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"Are you having a bad day?"

"Yeah — I started out on the wrong foot."

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MAXIMUM CAPACITY

DUTY MESSAGES

Over the last few months the doctors have felt that there have been occasions where patient safety has been compromised due to the excessive number of patients asking for help and advice. There is a limit to the number of patients that the doctors can treat safely during a morning or afternoon. Therefore we have decided to limit the number of messages the duty doctor deals with. Once a certain number of messages have been taken the receptionists will advise patients to seek help from a number of other sources and therefore this will not compromise patient care. You can ask at reception for details of all other sources that are available to you.

- Local pharmacy
- NHS Direct – 0845 4647
- Local family planning clinic
- Urgent Care Centres

PRACTICE AREA

As we will not have any trainee doctors over the coming winter, we will have fewer available appointments than last year. The practice list size continues to grow with approximately 150 new registrations per month and 100 deductions of patients moving away. As a result of this and the very heavy demand as explained above, and so that we are able to give patients on our list the best possible care, we have also decided to temporarily reduce the size of our practice area. Patients living outside of our new practice area can stay registered; the reduced practice area will only affect new patients registering with the surgery. In this way we hope to be able to stabilise the growth of the practice list. Ideally, we would like to have more doctors working in the building but we have now run out of room space and are currently looking at ways of creating additional consulting rooms within the existing building. This will inevitably take some time to resolve.