

DARWEN HEALTHCARE NEWSLETTER

The Partners and all the staff at Darwen Healthcare would like wish all patients a Christmas and a Happy New Year

New GP!

Welcome to our new doctor, Dr. Venkat Uppalapti.

REMINDER- *flu vaccinations*

If you are eligible for a 'Flu Immunisation' and have not booked an appointment, please contact us as soon as possible to arrange this.

COMING SOON! – *online services*

This will be introduced February 2015. several services will be available online using the 'Patient Access' website which can be accessed via a computer or smart phone app. You will be able to do the following online:

- Ordering repeat prescriptions
- Booking appointments
- Patient access to records
- Change your contact details

IMPORTANT!

It is important that we have patients' correct address details and telephone numbers, that are up-to-date, in the event that we need to contact you.

If you wish to update your contact details online, please visit our website on

www.darwenhealthcare.org.uk and click on the icon at the bottom of the screen to update your details...or alternatively, you can contact our reception on 01254 226691.

Mini Patient Survey

Darwen Healthcare Patient Reference Group would like to thank all patients who took part in the recent 'Mini Patient Survey' conducted during October 2014 (2 week period).

IN SUMMARY:

- ✓ 150 questionnaires handed out and 147 returned
- ✓ 60% would prefer to book appointments by phone, 22% in person and 16% online
- ✓ 22% preferred to order prescriptions in person, 24% by phone. 25% online and 27% by preferred chemist
- ✓ 73% felt our receptionists were helpful and 25% fairly helpful
- ✓ 90% would recommend our surgery to new patients

WHAT COULD TRY AND DO BETTER?

- Shorter waiting times to see usual GP
- Nurse Appointments after 4:30-6:00
- GP Appointments after 4:30 to see usual GP
- Purchase a new self check in machine

PROPOSED ACTION

- Recruit an additional nurse covering some 1:30-6:30 clinics
- Put on extra Pre-bookable clinics with GP's
- Recruit receptionists for peak times and purchase a new self check in machine
- Reintroduce 'Failed to attend Policy' –5 full clinics each month wasted on patients that fail to attend their appointments

