

Issue 3. October 2014

DARWEN HEALTHCARE NEWSLETTER

Comments from
Ann Neville, Customer Service Manager



Welcome to our third newsletter.

We say hello to our new registrar, Dr Karen Hogarth who will be carrying out her final year of GP Training at Darwen Healthcare.

Staff Training

The practice has a significant commitment to teaching and has been a GP training practice for several years taking training doctors in their final years of GP training. Each Wednesday between 12:30-2:00 pm the practice provides training for the non-clinical staff. Please avoid calling the surgery during this period unless it is an emergency, or you have an appointment booked.

Appointment Booking

Demand for appointments varies and at some times we are busier than others. If you have to wait longer than you had hoped to get a routine appointment it is because the earlier appointments have already been filled.

We stagger the release of appointments onto our system to manage fluctuations in demand.

Same Day Appointments

If your problem is urgent and you need an appointment on the same day you will be asked a few questions by the receptionist in order to determine the correct appointment to be booked e.g. Doctor, Nurse Practitioner, Nurse, Healthcare Assistant etc. The receptionists carry out a difficult task and are simply working under the directions from the doctors to identify appointment type and we hope that you will be as helpful as possible.

Failed to Attend Appointments

Regrettably during the month of September a number of patients did not attend their GP appointment and failed to cancel their appointment which denied some of our patients the opportunity of seeing one of our doctors:

September 14 49 Patients Did not Attend appointments to see their named GP

September 14 37 Patients Did not Attend their priority on the day appointment

If you are unable to attend or no longer require the appointment please let us know as soon as possible by contacting 01254 226691 option 2 or email darwen.healthcare@nhs.net . This will ensure that the appointment can be re-allocated to another patient.

Patient Reference Group

If you are interested in joining the group please ask at reception to speak to the customer service manager. The latest information is on our website and the noticeboard in reception. We are looking for some representation from the following patients groups:

Parents of young children, carers, over 75's, 17-25 age group.

Meetings are held bi-monthly on Mondays 5:30 pm -7:00 pm. The next meeting (AGM) is being held on Monday 24 November 14.

Flu Clinics now in progress

If you have not already booked your appointment and are eligible for a vaccination and are in one of the following "at risk" groups then please contact reception on 01254 226691 or email darwen.healthcare@nhs.net to make an appointment.

- Over 65
- COPD or Asthma
- Diabetes
- Coronary Heart Disease
- Stroke/TIA
- Chronic Kidney Disease
- Chronic Liver Disease, e.g. hepatitis
- Splenectomy
- Immunosuppression due to disease or treatment
- Pregnant Women
- In Long Stay residential or care homes
- If you are a carer

We have also sent out invitation letters for children who are eligible for the vaccination please contact us as soon as possible to book an appointment. We have a variety of clinics taking place in Morning, Afternoon and Monday Evenings.

Staff Achievements

The practice would like to congratulate the following staff on their recent achievements:

Healthcare Assistants – Assistant Practitioner Course

- Maria and Nikki have each gained a distinction in their first module of the Assistant Practitioner Course.
- Maria and Nikki each completed B12 injection training.

Customer Service Manager – AMSPAR Level 5 Primary Care and Health Management

- Ann gained a distinction on the following modules :
Managing Medical Ethics and Legal Requirements
Managing Information and Communication

Nursing Team – Flu and Shingles Immunisation Update Training

- Lyndsay, Sue, Lisa, Katrina, Maria and Nikki all completed their annual update training