

St Paul's Medical Centre

February 2007

Newsletter



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Staff News

Dr Sally Roberts

Sally will return in April 07 for one day per week for six months; she then will increase to two days a week.

Dr Anke Selbmann

Anke will be leaving us to take up a partnership at Spencer St surgery. She will finish at the end of February.

New Doctors

Due to Dr Selbmann leaving and Dr Roberts reducing her hours we advertised for two new doctors to join the team. We are pleased to inform you that **Dr Ross Kelly** and **Dr Kevin McStay** will be staying on to work with us permanently. Both are currently completing their gp training at the practice.

Practice Nurse

Mandy Dixon left the practice at the end of December last year. We are now looking for a new nurse to join the team.

This has meant the nursing team has been left short staffed; we do apologise for the shortage and delay in appointments.

Sally Bennett

Sally re-joined the practice team in December last year; she is carrying out a specialist physiotherapy role assessing patients prior to hospital referrals. If you need to see her your doctor will refer you. All regular referrals for physio are still directed to the department at the Carleton Clinic

Practice News

Telephone System

The practice would like to apologise to patients for the difficulties we had with our telephone lines in January of this year. Our incoming lines are due to be changed from analogue lines over to digital and BT were carrying out some work at the exchange; they encountered some problems and during this time some lines were not connecting to our system so just rang and rang with no answer and others were not working at all or gave an engaged tone. Unfortunately this was a situation beyond our control and we do apologise for any inconvenience caused.

The lines are due to be changed over in March which in turn will mean we have to alter our system ; we are not exactly sure yet what changes need to be made. The main priority is to ensure that the telephone system operates correctly and efficiently.

At present we have a message system in place which cuts in when lines are busy - this does alter the tone - please don't hang up, wait for an operator.

We will keep you informed about any changes to the system.

Well Woman Clinics

Dr Swain & Dr Dodgeon (and Dr Edwards for implants) will be taking over the Well Woman

clinics, there will be appointments available at St Pauls and Arnside House.

Opening Hours

The practice is currently looking at ways to offer a wider range of appointment times. It is likely that we will be offering a limited amount of bookable evening appointments, at St Pauls ONLY - there will be no 'drop in service' and as CueDoc is still in operation it is not an emergency service either.

We hope to have one doctor working until 18.50 each weekday with some late afternoon nurses appointments too. There will not be any later appointments available at Arnside House.

We are still in the planning stage, looking to start surgeries Spring/Summer time. Watch out for posters, newsletters and notices in the coming months.

We also hope to offer a limited amount of Saturday morning bookable appointments too; again this will be later in the year. There will not be Saturday surgeries on any of the Bank Holiday or Christmas weekends.

CueDoc will still be in operation from 18.30-8.00 each weekday night and all weekend; our telephones will only be open 8.00-18.30 Monday - Friday as now, anyone needing treatment outside these times will need to contact CueDoc in the usual way.

We will keep you updated with news as this new service progresses.

House Visits

If you need a doctor to visit at home please try and call before 10.30 in a morning if possible. This helps with the planning and allocation of visits. Our usual practice is to take your details and then a doctor will call you back to assess the call; this enables us to prioritise calls in order of urgency.

Visits are allocated to doctors covering various areas in the town to ensure efficient use of time and resources. This could mean you may not always get your 'own' doctor for a house visit.

Health Visitors

The health visitors are no longer based at the surgery every day. The drop in baby clinic for advice, weight checks etc still runs each Monday 1.30-3.30 at St Pauls and there are appointments 4-5 for immunisations.

They also have a morning at Arnside House each Wednesday- by appointment only. Eight week baby checks will now be carried out by the doctor only. The practice nurses can also give childhood immunisations.

Smoking Cessation

Because of the changes in the health visitors employment they are no longer able to do smoking cessation. All patients are now referred to central clinic please ask at reception or see your doctor if you need referred to this service.

Training Afternoons

The next session is Thursday 22nd March. Arnside House is closed all afternoon and St Pauls 1.00-5.00. During this time CueDoc is in operation

Patient Survey

Thanks go to all of our patients who completed survey forms for us last Autumn, some of you may have read the findings on our waiting room information screens.

The survey was completed by 320 people 37% of which were male and 63% female.

Patients were asked a range of questions regarding the doctors, the nurses, the services that they provide, the receptionists and the practice as a whole.

Here are the findings from the survey:

82% of patients were satisfied with the receptionists.

69% were satisfied with the opening hours.

65% were satisfied with the availability of the doctors.

83% were satisfied with the doctors questions.

79% were satisfied with the nurses questions.

86% were satisfied with how well the doctor listened.

81% were satisfied with how well a practice nurse listened to them.

85% felt that the doctor put them at ease.

83% felt that the nurse put them at ease.

83% were satisfied with the doctors

involvement with them
81% were satisfied with the nurses
involvement with them
86% were satisfied with the doctors caring
and concern
83% were satisfied with the nurses caring and
concern

AND

Overall satisfaction with the practice was at
86%

Patients were also invited to make their own
comments, here are some of the positive
ones:

“ Excellent prescription service”
“Overall care and concern excellent”
“Complete faith in Doctors professional
judgement”
“ Follow-up care for my condition was great”
“Doctors and nurses very supportive”
“ A first class practice”

There were also some comments that were
not so good:

“ I want to be able to get through quicker on
the telephone”
“There should be a pharmacy”
“Long wait to see my own GP”
“Difficult to get an appointment with a
specialist nurse”
“The practice should be open evenings and
weekends”

Thank you very much to everyone who took
the time to complete the questionnaires for
us; we do appreciate the feedback and
information that we receive.

So what are we trying to do?

The opening hours have been heavily
discussed and researched of late and you
may have read earlier that we hope to
implement some changes later this year.

The practice is also trying to develop a
patient forum , so that you can have your say
on how St Pauls is doing and what you would
like us to improve on; giving you the
opportunity to work with us to improve
standards.

If you are interested in joining this forum

please contact Tracey Scott, Practice
Manager.

Head Lice Treatments

Head lice treatments are strong chemicals
and frequent use is not recommended.
Routine prescribing of these treatments is not
encouraged by this practice. If you discover
live lice and want treatment you may be
asked to see or speak to a doctor or a nurse.
The practice can provide information about
head lice management and non chemical
bug busting kits are available on prescription.

Wasted Appointments

You may have noticed our posters informing
you of wasted appointments through non
attendance, we are regularly seeing losses of
up to 100 appointments per week. To make
matters worse some of these were double
appointments and some patients had only
made them the **same day!!!**

Our appointments are very much in demand
and it is extremely frustrating for clinicians
and reception staff when appointments are
not kept and of course for you as patients
when you struggle to get an appointment.

Please remember to cancel any
appointments you no longer need in order for
us to offer them to someone else.

'It's a Knockout'

The practice is entering a team into the
annual 'It's a Knockout' competition that
takes place at the Cumberland Show in July.
All proceeds raised from this charity event go
to Eden Valley Hospice.

Dr's Helen Lawrence & Sean Hudson plus our
retired friend Brian Scroggie along with seven
other crazy employees are prepared to get
wet & silly to raise funds for this very worthy
cause. If you would like to support us please
ask at reception.