

Hampton Surgery

Patient Participation Group

Back in the middle of 2011 the practice offered patients the opportunity to join a newly reformed Patient Participation Group. The Group meets regularly to offer patients the opportunity to take an active interest in their healthcare. Our priority was to develop and agree priorities that would enhance the patients' needs and use of the services offered by the surgery. As well as meeting regularly with some of the practice staff, the patients on the group have canvassed the opinions of patients. The Practice also ran a survey in October to gauge patients views, details of this can be found further down the newsletter. A result of those meetings was that there is confusion over certain services offered by the practice and it was decided to write this newsletter to answer some of those queries. A report arising from the survey can be found on the practice website or by asking at the surgery for a copy.

Do you find it difficult to get to the surgery to order repeat prescriptions?

There are other ways to order them:

- Fax your repeat prescription through on 01675 443353
- Apply to order online through our website www.hamptonsurgery.co.uk. Collect a form from the surgery or download one from the website for more information.
- Drop at the pharmacy in the village and they will bring to the surgery next time they do a prescription collection

DO YOU REALLY NEED TO GO TO A&E – A&E services come under enormous pressure – CHOOSING WELL means you will get the most appropriate treatment when you need it.

DIAL 999 – for Life threatening & severe illness & injury

NON URGENT ILLNESS OR MINOR INJURY-for example backache, cuts, sprains – Call your local surgery and talk to your GP

MINOR AILMENT – for example Diarrhoea, runny nose – ask at your local pharmacy

IN NEED OF ADVICE – Unwell? Unsure? Call NHS Direct on 0845 4647 or visit www.nhsdirect.com

DOCTORS IN TRAINING

Hampton Surgery is a teaching practice for medical students from the Medical School at the University of Warwick as well as a post graduate training practice for the West Midlands Deanery, which assigns qualified Doctors (F2 & GP registrars) to the surgery who are undertaking further training at the surgery to gain experience in general practice under the direct supervision of Dr Rodger Charlton, Dr Ryan Prince and Dr Jo Wright who are all qualified GP trainers.

A Medical Student is a post graduate student with a degree in biomedical science who has then chosen to go into medicine. They are a second/third year student at Warwick Medical School who are on a 8 week placement at the surgery. During this time they observe the different clinicians at work. They also get the opportunity to consult with patients booked into particular clinics. These are longer appointments as the patient is also assessed at that consultation with Dr Charlton or Dr Prince to ensure the patient's condition has been fully assessed.

A Foundation Year 2, the F2 Doctor is a fully registered Doctor in their second year after finishing medical school. They come to Hampton for a period of up to 4 months to gain experience in general practice. Some may choose to go on and specialise in general practice, whilst others use the experience gained to help specialise in other fields of medicine, such as surgery or paediatrics. They are under the direct supervision of one of partners here at the surgery and often have longer appointment slots, but practice independently and do not need Dr Charlton, Dr Prince or Dr Wright to review most cases.

A GP registrar is a doctor who has already completed their basic medical training and is now specialising to become a GP. They are usually 2 years after finishing medical school but often have some experience of another branch of medicine before becoming a GP. They will be working towards their specialist exams as set down by the Royal College of GPs – MRCPGP – a qualification all trainees now need to hold before they can go onto have their own practice. They work under direct supervision of one of the GP trainers.

The practice will always have a GP trainer in the surgery overseeing the Doctors when they see patients. The F2 & Registrar can at any time call upon the trainer for assistance or advice, and consultations are often discussed after surgery to ensure the best possible outcome for the patient involved.

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Evening Surgery - For those patients that work and find it difficult to get to the surgery during working hours the surgery offers a pre-booked appointments only surgery on Tuesday evenings alternating with every third Friday between 6.30 & 7.30pm.

Full reception services are not available during this time and only patients with appointments will be admitted.

The normal out of hours emergency service will still be in operation at this time and can be contacted by calling 01675 442510.

As a patient with a long term condition you regularly request a repeat prescription for your medication.

In return the practice will ask you to attend for regular reviews of your condition so that we can continue to safely prescribe your medication.

If you do not attend these reviews it will be unsafe for us to continue to prescribe these medications and the practice will stop doing so.

Do you have difficulty getting on and off the couches at the surgery while seeing a Doctor? The surgery has an automatic couch in one of its treatment rooms. Should you require the use of these please let us know when you book your appointment and we will endeavour to make it possible so you can use the automatic couch.

PRACTICE SURVEY

Over a two week period in October 2011 the surgery conducted a patient survey. With the help of the Patient Participation Group we were able to have these completed in the surgery at the time they were handed out. Over 130 surveys were returned and completed by the following:

- 40% were completed by men, 60% by women
- 38% were aged 16-44, 36% by the 45-64 age group, 20% were aged 65-74, the rest by the over 75's
- 46% of those that completed the survey have a long standing health problem

A FEW EXAMPLES OF WHAT THE SURVEY FOUND?

- 99% of you find the reception staff very or fairly helpful
- 96% of patients find it very easy or fairly easy to get though on the phone
- 81% of patients surveyed say they find it very or fairly easy to get to see a GP urgently
- 77% of those surveyed said the surgery was open at convenient times to them (see above if you work and want appointment times out of working hours)
- 98% of patients surveyed said that at their last visit 'the Doctor was good or very good at listening to them'
- 93% said they felt involved in the decision making over their care

IF YOU OR SOMEONE YOU KNOW NEED THIS NEWSLETTER TO BE MADE AVAILABLE IN A BIGGER PRINT PLEASE CONTACT THE SURGERY ON 01675 442510.