

Hampton Surgery November 2018

Survey results

Thank you to everyone who completed the practice survey during July. Below is a brief snap shot of some of the results and we will upload the full results on to the practice website.

When asked the question below	The % of patients that gave a response of good, very good or excellent
Ease of contacting the surgery on the phone?	95%
Ability to see a doctor when necessary?	92%
Seeing a doctor of your choice? – Please see below on this survey about how we work as a training practice	54%
Helpfulness of the reception staff	100%
The helpfulness of other staff	98%

81% of you responded that you were very or fairly satisfied with the practice opening times.

On the 1st October a new extended access service started for patients of Hampton Surgery. This is based at Blossomfield Surgery, Blossomfield Road, Solihull. The service is provided collectively by the practices within south Solihull. When using this service you will be seen by a clinician within this group of practices and not necessarily a member of the Hampton Team.

The practice has recently seen a steady increase in the number of appointments that patient are not turning up for. Missed appointments not only cost the practice time and money it also means that another patient is missing out on the opportunity to see a clinician. If you cannot attend your appointment please call the surgery in plenty of time so that someone else can use it

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Number of Missed appointments in the last quarter

July 31

August 35

September 28

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

Hampton Surgery November 2018

The practice is a training practice and has qualified doctors (GP Registrars & F2 Doctors) undertaking further training based at the surgery to gain experience in general practice under the supervision of Dr Rodger Charlton, Dr Ryan Prince and Dr Rosemary Smith who are all qualified GP trainers.

A Foundation Year 2 Doctor (F2) is a fully registered Doctor in their second year after finishing medical School. They are at the surgery for a period of four months to gain experience in general practice.

A GP registrar is a doctor who has completed their medical training and is now specialising in becoming a GP. They will be working towards their specialised exams as set by the Royal College of GPs (MRCGP) a qualification all GP Registrars must pass before they can go on to be a GP. They can be with the practice for either 6 or 12 months.

All the registrars/F2 doctors who are with the surgery work under the direct supervision of the GP trainers. They can any time call upon the trainer for assistance and advice, and each day the consultations you have had with the registrar/F2 doctor can be discussed after the clinic to ensure the best possible outcome for the patient involved.

The benefit of being a training practice allows us to provide the good access to appointments that the surgery offers, though this can sometimes mean a long wait to see one of the Senior Doctors.

Times are changing

Evening (6.30-8pm), weekend (Sat and Sun 8-11am) appointments available for patients at this practice from October.

This extended service will operate from Blossomfield Surgery Hub, and there will be GP, nurse or healthcare assistants appointments available.

Blossomfield Surgery is situated on Blossomfield road, has parking and is on bus routes 6, 49 and 76.

Please make appointments for this service through reception as normal.



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