

Moving on

It is with mixed emotions that I'll be moving on at the end of March. Whilst excited about the challenge, new environment & new patients that I will get to know, I will really miss Burbage Surgery. It has been a great surgery to work at with such a friendly and committed team working under increasingly challenging circumstances. Over the 12 years that I have worked at Burbage it has also been an incredible privilege to get to know so many of you in ways that can only be possible working as a GP. As I have been saying my goodbyes it has been a poignant reminder that, despite all the stresses and challenges of working as a GP currently, it continues to remain an incredibly rewarding role which has been an honour to fulfil at Burbage.

Best wishes, Dr Simon Vincent.

Appointments

Sister Debbie Bates, our Nurse Practitioner, now offers a Minor Illness service in the Open Access Clinics on most mornings. Please inform the receptionist if you attend an Open Access clinic with any of the following conditions:

Ear Ache	Chest Infection/Cough
Cystitis	Conjunctivitis
Back Ache	Vaginal Thrush/Discharge
Sore Throats	Diarrhoea and Vomiting
Pill Check	

We have received some concerns from patients living in Wolvey regarding appointment accessibility at that surgery. All appointments at Wolvey, either with the Doctor or phlebotomist, are prebookable and are accessible by any patient registered with this

practice. Likewise, all appointments offered at Burbage Surgery may be accessed by any of our patients regardless of where they live within our catchment area. Generally, patients do prefer to access the surgery that is closest to them but are often prepared to travel if they have transport to do so. We are finding it increasingly difficult to accommodate our clinical staff at Burbage due to premises restrictions and are, therefore, increasing the capacity of our clinical staff at Wolvey in order to meet the demand of our practice population. It is important that we maximise uptake of our appointments at both sites and maintain equality of access for all patients who use our services.

Information on our monthly DNA (did not attend) rates is now displayed at both surgeries. This is the number of patients who failed to attend for their **PREBOOKED** appointments. In January this equated to 218 lost appointments at Burbage and 27 lost appointments at Wolvey. If you are unable to keep your appointment, please inform reception so that your appointment may be offered to someone else.

Friends and Family Test

The Friends and Family Test is now available at our surgery. Patients now have the opportunity to provide feedback to help us to learn more about what they think of their experience at our surgery, what they like and what they think could be improved. Ultimately, this will help us to make changes that will ensure we offer the best possible care. The Friends and Family test asks patients one standard question "How likely are you to recommend our service to friends and family if they need similar care or treatment?" Patients will be given several

response options ranging from "Extremely likely" to "Extremely unlikely or "Don't know". Patients will then be asked to provide a reason for selecting their response. We would like to encourage our patients to participate in the Friends and Family test. Survey cards are available in the waiting areas at both surgeries and a link is available on the surgery website to enable patients to provide feedback electronically. Patients may remain anonymous when submitting feedback.

Staffing changes

Dr Simon Vincent will leave the practice at the end of March 2015 to take up a partnership at The Limes Medical Centre in Narborough. Dr Vincent has always been a popular choice with our patients and we hope you will join us in wishing him well for the future. Dr Yulia McManus will be joining our clinical team as a part time salaried doctor from 1st April 2015. Our GP Registrars Dr David Steadman and Dr Adeel Hussain will also be leaving us at the end of March 2015 and we wish them well as they move on to the next stage of their training. Our new GP Registrar, Dr Rebecca Phillips, will be joining us as from 1st April 2015.

Christmas Raffle

Our Charity Christmas Raffle raised just over £1000 with proceeds to be shared between Prostaïd and the PPG. We would also like to thank all sponsors for their valuable support and PPG members for their hard work in co-ordinating the raffle and selling tickets. A full list of prize winners is available on request.

Burbage Surgery Website

We have received a lot of positive feedback from patients regarding our new surgery website. The new website provides a current overview of our services and may be accessed at www.burbagesurgery.co.uk. On line appointments may be made and repeat medication requests submitted via the website for patients registered for on line access.

Withdrawal of 084 telephone numbers

Our old 084 telephone numbers are no longer accessible. Patients wishing to contact Burbage Surgery should telephone 01455 634879 and Wolvey Surgery 01455 221331. Both numbers are charged at a local rate.

SMS texting Service

We are planning to switch on the SMS texting service that is available within our clinical system. This will send text reminders to patients reminding them of any appointments they may have at the surgery. It is important that we obtain patient consent to do so, Therefore, you may be asked to give us your consent when making an appointment or by clinical staff during consultation. Consent may be given verbally or by completing the consent form that can be found under "Text Message Reminders" on the surgery website. Would you also please ensure that we have your correct contact details, particularly your mobile telephone number.

Self-Check in

An increasing number of patients are now using the Self check in screen to book in when they arrive for their appointments. You may still book in at reception but may find it quicker to check in using the Self check in during busy periods.