

Missed appointments

THIS is an open letter from the Patient Participation Group to the hundreds of patients who have failed to turn up for their appointments at the surgery. You have wasted the equivalent of almost one day's appointments a week which could have gone to someone else.

Please let reception know as soon as you know that you no longer need or can't make your appointment.

The Burbage Surgery figures for the latest available quarter (May, June and July) show a total of 552 appointments amounting to 123 hours were missed - the equivalent of 12 10-hour working days. The Wolvey Surgery figures are: 63 missed appointments totalling 15 hours.

Patient Group chairman John Moore said: "We know that missed appointments are a problem throughout the health service but members were staggered to learn just how many patients didn't turn up at Burbage and Wolvey over the three months. We realise that emergencies can occur but please contact the surgery or get someone else to do so as soon as you know you won't be there. Even telling the surgery just a few minutes before the appointment gives time for it to be offered to someone else - one day it could be you who is grateful for that cancellation."

The practice sends letters to patients who persistently fail to attend appointments, reminding them to be more considerate to others. The missed appointments were with doctors, nurses and other clinicians.

Mr Moore said: "The practice is continually seeking ways to ensure it offers the best service possible to patients. The patient group will support the surgery in steps it takes to ensure that patients play their part too."

One way that patients can ensure they will always be able to cancel at any time is by registering for online access to surgery services. Please contact reception to register. Appointments made online can be cancelled online at any time, and patients will also be able to order their repeat medication, see a summary of their health care and access a range of other health information.

Staffing changes

Dr Vikram Bolarum joined the practice on 3rd July 2017 as a replacement partner for Dr Jones who retired in March of this year. Dr Bhavin Doshi left at the beginning of August to continue with the next stage of his training and Dr Choudhry has now joined another practice. Dr Rebecca Phillips and Dr Adela Szrok rejoined our team at the beginning of August 2017 and will remain with us until August 2018. We bid farewell to one of our Dispensing team, Lizzie Miller, who worked in our Dispensary in Wolvey. We wish Lizzie well for the future. Tina Bauld has recently joined the practice as a replacement Dispenser.

PPG Christmas Charity Raffle

Burbage Surgery Patient Participation Group are running a licenced Charity Christmas Raffle to be drawn at the surgery on Friday 15th December 2017. This year the PPG are aiming to raise funds for our local charity Menphys, and to commission projects to benefit patients at Burbage Surgery. Raffle prizes are still to be confirmed and tickets will be available shortly.

Burbage Surgery asks Patients to get involved in Practice Improvement Project

The Burbage Surgery in Hinckley is currently working on some exciting proposals to extend the building which will increase the number of services provided and greatly improve the quality of the environment and the patient experience. They are asking their patients during October to get involved in the project and share their experiences and insights, by completing a survey.

In order to develop their proposals the Surgery has combined their own funding with other funding including a grant from the NHS England Estates and Technology Transformation Fund, which means that over £2million will be spent on improving access for patients.

The proposal, which has been submitted for planning permission to the local authority, includes a single story extension enabling the practice to increase the number of clinical rooms they have from six to seventeen. It also allows them to expand the number and type of services they provide. A new sterile room will mean that they can do minor surgery so that patients won't have to travel out of the local area and it is hoped that the District Nursing Team can introduce eldercare clinics. The public areas will also be enhanced so that the privacy and confidentiality of people will be protected when they are in reception and mothers will have an area to feed their baby. The Burbage Surgery Patient Participation Group is already actively involved in shaping the development as are other local stakeholders.

Dr Wayne Turner said: "It is a really exciting time for us as this development is going to greatly improve and increase the type of care that our patients receive. This will open up many opportunities for us and will help us to respond to our growing population and particularly our patients who have more complex conditions. With 10,600 patients registered with us, who are our priority - their support of these improvements will be the key to the success of this project. Our Patient Participation Group are really on-board with the work, but I would urge all our patients to complete this short survey so that we can get an even better understanding of what really matters to them. The plans have been sensitively drawn up taking into consideration not only our patients, but also local residents and neighbours. By hearing from our local community we can make sure that these proposals help us provide the very best of care to our patients."

The survey will be launched on the surgery website at the beginning of October at www.burbagesurgery.co.uk



Flu Clinic Dates 2017

Our surgery will be offering flu vaccination to patients at risk or aged over 65 years from September 2017 onwards in open clinics on the following dates.

Burbage Surgery
Saturdays 30th September 2017, 14th October 2017, 28th October 2017
8.30 am to 11.30 am

Wolvey Surgery
Thursday 19th October 2017
2.30 pm to 5.30 pm

Flu vaccinations for eligible children under 16 will NOT be available in our open clinics. Please contact reception to book your child into a weekday flu clinic.

If you would like a vaccination please attend a surgery convenient to you on one of the above dates. If you are unable to get to one of our open clinics, please contact reception and ask to make an appointment for a flu vaccination with our Practice Nurse. If you require vaccination but are unable to get into the surgery, please inform the Receptionist who will arrange for our nurse to visit you at home.