

Patient Survey

Results from the Patient Survey that was run by the Patient Participation Group at the end of 2013 are now available. Copies of the survey results are available from reception at both Burbage and Wolvey surgeries. We were really pleased with the response that was collected and analysed by the PPG from nearly 450 completed questionnaires. 86% of patients described themselves as either very or fairly satisfied overall with the surgery. The 7 questions that asked about clinical care were either answered as “fairly good” or “excellent” in 91% of responses. Common areas of concern raised by patients who took part in the survey have been extracted and an action plan is presently being put together with the assistance of the PPG. Full survey results and the action plan will be published on the surgery website by 31st March 2014. The Doctors would like to thank PPG members for their hard work in conducting the survey and to patients who took the time to participate and provide constructive feedback.

Open Access Surgery

Our Open Access surgeries continue to be well supported by patients who require a same day appointment. From the beginning of March, all requests for same day appointments will be dealt with in Open Access clinics that are held each morning at Burbage Surgery between 8.00 am and 10.30 am. As a result of the change we will be able to increase the number of pre-bookable appointments for patients who wish to book an appointment in advance. Appointments in the Open Access Surgery are for one problem only, either new or follow up. Patients will be seen in the order that they arrive but seriously ill patients will take priority and may be seen sooner. If you do not wish to sit and wait and feel your problem can be dealt with over the telephone, please ask the receptionist to place you on the Open Access Doctor's telephone list and you will be called at the end of surgery. Emergency appointments are available after 10.30 am at Burbage each weekday. We are unable to offer Open Access Surgeries or an emergency service from Wolvey Surgery.

Surgery Website

We are aware that the surgery website is out of date. This is due to issues with our current website manager. However, we are presently working with PPG members to review other options and hope to revamp the website in the very near future.

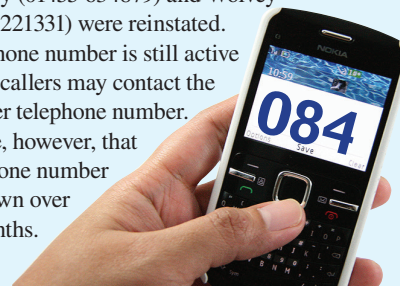


Staffing Changes

Dr Ahmed has now left the surgery and will be replaced by Dr Assma Choudhry who will be starting at the practice on 3rd March 2014.

084 Telephone Number

In January 2013 the local telephone numbers for Burbage Surgery (01455 634879) and Wolvey Surgery (01455 221331) were reinstated. The 0844 telephone number is still active and, at present, callers may contact the surgery on either telephone number. Please be aware, however, that the 0844 telephone number will be withdrawn over the coming months.



Important changes to your Medical Records

Summary Care Record

Summary Care Records are being introduced to improve the safety and quality of patient care. Because the Summary Care Record is an electronic record it will give healthcare staff in A&E departments or out of hours services faster, easier access to important medical information about you. This will help them provide you with safe treatment when you need care in an emergency or when your GP surgery is closed. Healthcare staff will ask your permission every time they look at your Summary Care Record. Patients have a choice of having a Summary Care Record. Those who choose to have a Summary Care Record do not need to do anything, this will happen automatically. Those who choose not to have a Summary Care Record need to let the surgery know by completing and returning an opt-out form. These are available from the surgery, on line at www.nhscarerecords.nhs.uk or by telephoning the Summary Care Record Information Line on 0300 123 3020.

Electronic Data Sharing

Electronic records are kept in all places where you receive healthcare. These places can usually only share information from your records by letter, email, fax or phone. At times, this can slow down your treatment and information can be difficult to access. The surgery, along with many other practices in Leicestershire, uses a computer system called SystmOne that allows the sharing of full electronic records across different healthcare services that also use SystmOne (Currently the community nursing services, health visitors, school nurses and some of the mental health services). Patients have a choice of whether they do or do not wish to share their information with other care services. Therefore, from the beginning of March 2014 you may be asked by a clinician at the surgery or any other healthcare provider, whether you do or do not wish to share your information with other NHS care services that also use SystmOne. This will allow you to decide who can see the information on your electronic record. Once your consent has been recorded this will remain on your electronic record but you may change your preference at any time by informing a member of the reception team. Electronic Data sharing allows for joined up care across different NHS settings in an effort to offer you the best care and service. Further information is available from reception.

Care.Data

GP Practices across England will soon be required to supply patients' personal and confidential medical information, on a regular basis, to the Health and Social Care Information Centre. The data upload was originally due to take place in March 2014 but has now been deferred for a further 6 months. The programme is called Care.Data and the information uploaded will be used for purposes other than your direct medical care. Under the Health and Social care Act 2012 GP practices have no choice but to allow the HSCIC to extract this information. Although GP Practices cannot object to this information leaving the practice, individual patients and their families can instruct their practice to prohibit the transfer of their data. Opt out forms are available from reception at both surgeries. Further information is available at www.nhs.uk/caredata or by telephoning the Patient Information Line on 0300 4563531.