

PRESCOTT SURGERY PATIENT NEWSLETTER

September/October 2023

Latest News from The Surgery – From Dr M Guildford, Partner and Jackie Jones, Chair, The Patient Participation Group.

Important News from your Patient Group (PPG)

Patient Survey

During September the Patient Group launched the Patient Survey. I am delighted to report that the survey has been a success in terms of responses and feedback. The total number of responses as at the cut off of 30 September 2023 was 1131 completed surveys. Based on a patient list of approximately 7500 patients this is a **15% response rate**, which is excellent! The survey was available through both the digital patient text system and also as a paper copy.

The Patient Group worked very hard as a team to ensure the survey was a success. There was a sub group set up to steer the initial process and organisation of the survey. All members supported patients for 'Survey week' in the practice. Three members supported the collation of results including a snapshot of the verbatim comments from patients. A report was compiled and issued to the management of the practice.

I would like to thank every patient who took the time to complete the survey.

The headlines are sited below.

What's gone well?

Service received from reception by phone or face to face	
Clinical care provided to patients from the Doctors and Nurses	
The staff – consistently good feedback from the survey and appreciation regarding all staff at the practice	
78% and 87.1% of patients are satisfied with their overall experience at Prescott Surgery	

Which areas require improvement?

Access to making an appointment (phone, online & Extended Access)	
Telephony system	
Waiting time to see a doctor of your choice	
The Dispensary process and service	
Premises – size, internal décor and car parking	
The promotion of the quarterly newsletter	

The management report is now with the GP Partners and Practice Manager. The Chair of the Patient Group will be meeting with the practice management team to discuss the report at time to suit the surgery and before the end of the year. Further communication to patients will follow in due course.



Finally, the Patient Group would like to wish all the Partners, Doctors, Nurses and staff of Prescott Surgery a very Happy Christmas and thank them on behalf of all patients for all their continuous hard work, compassion and care during this year.

Jackie Jones, Chair - Prescott Surgery Patient Group

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Important News from your Surgery

The Dispensary

I acknowledge that the dispensary has had a number of on-going issues for quite some time. Following an independent audit earlier this year a plan was put in place to address a number of issues identified. The management and the dispensary team have been working hard on a various interventions to address the areas identified in the audit and also feedback we have received from patients.

The dispensary staff have been working over several weekends to address backlogs and also to put new compliant procedures in place, including a new scanning system. The administration/back office area has been reconfigured allowing a reconfiguration of the dispensary area. There is now more space within the dispensary unit and improved storage of medication.

On 1 December the surgery will welcome a new Dispensary Manager and additional administration resource. Staff resource is almost up to full compliment in the dispensary.

It is important to recognise that one of the areas outside the control of the surgery is the global stock shortage of medication. Whilst this is out of our control we continue to manage the situation to the best we possibly can. Deliveries can also be somewhat erratic and again we manage this with our providers.

Overall medication distribution to patients is improving. This is a matter high on the agenda for the partners of the practice and we continue to monitor and manage progress. We will also continue to update our patients on the progress of the dispensary through both the Patient Group and also the newsletter.

Finally, I would like to apologise for any inconvenience caused to patients. It is our intent and commitment to have an effective and efficient dispensary at all times however change takes time to implement and I am now confident we are moving in the right direction. I would also like to acknowledge the commitment of the dispensary staff who work hard to ensure the service to patients is to standard and the best it can possibly be. All our staff are a credit to the practice as illustrated in the recent Patient Survey and the partners and I are very grateful for their contribution and hard work.

Dr M Guildford – Senior Partner

New Winter Illness Centre for Shrewsbury Primary Care Network

A brand new Shrewsbury wide initiative to support local GP practices with extra capacity through the winter is launching soon.

The winter Illness Centre set up by Shrewsbury Primary Care Network will start to offer extra appointments from late October 2023. The aim of the service is to provide **additional appointments to reduce pressure on GP practices and support reducing the number of people visiting hospital Emergency Departments.**

The winter illness centre will provide appointments for patients with respiratory symptoms such as a cough, sore throat or earache. It is not a walk in service and appointments will not be offered to patients with conditions that are chronic, complex or require ongoing care. If patients are not able to get to the centre they will be seen in their usual practice.

Doctor Charlotte Hart, Clinical Director for Shrewsbury Primary Care Network said *“We are pleased to be able to offer extra face to face ‘on the day’ appointments that will help to take the pressure off our GP practices this winter. The hope is that the centre will run Monday to Friday from 9am to 6pm once it gets established.”*

Please remember that if you need help and advice quickly about a medical condition, visit NHS111 online to find out where you need to go to get the treatment and help you need

The Partners, Doctors and all staff would like to wish all the patients a very Happy Christmas.

Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.30am-6.00pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.

If you have a medical emergency, please dial 999