

PRESCOTT SURGERY PATIENT NEWSLETTER

January/February 2024

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)

The Patient Group would like to begin 2024 by wishing all the Patients, Doctors and staff of Prescott Surgery a very happy and healthy New Year!

Patient Survey Update

During December the Chair of the Patient Group met with the three partners of the practice; Dr Guildford, Dr Stone and Dr Booth.

The output of the survey was discussed in detail and a very constructive discussion took place. There was acknowledgement of the successes of the surgery and also the areas requiring attention and improvement. It was agreed that Dr Guildford would provide an update on behalf of the partners in this newsletter. We also agreed that some areas require greater discussion with the management of the practice, other parties and we would work on those areas from the New Year to the end of February/early March.

We must not lose sight of the strengths our surgery provides in a difficult environment and within the current structure of the NHS. As patients you all acknowledged the excellent clinical care provided by Prescott Doctors and Nurses, who will always strive to provide exemplary care to patients and be the best they can be. You also acknowledged the staff work hard in difficult circumstances and with the inherent external issues faced. However the subjects of the premises, parking, dispensary, access to appointments by telephone or face to face are on-going areas of attention and the partners and I will endeavour to keep you fully informed on these matters.

Winter Wellness and Pressures from our Hospital Services

Think which Service

In Shropshire, Telford and Wrekin each year, more than 130,000 people turn up at A&E departments. While many of these patients require care from A&E staff, more than two thirds (63%) of A&E attendances last year could have been effectively treated elsewhere in the system, such as at a Minor Injury Unit or by a Pharmacist. The campaign, launched in October aims to help raise awareness of which services are available and, importantly, when to use each one.

Your local authority offers a range of support and services to keep you healthy and well: [Healthy Shropshire | Shropshire Council](#). For further information about 'Think which Service', visit: <http://www.thinkwhichservice.co.uk>

HELP US, HELP YOU

Our Emergency Departments are extremely busy today

Think which service for the right help, fast:
[thinkwhichservice.co.uk](http://www.thinkwhichservice.co.uk)

	Common ailments and illness Minor cuts, bruises and minor sprains, coughs and colds	SELF-CARE
	Need help fast but not an emergency Feeling unwell? unsure? Anxious? Need help??	NHS 111
	Health advice and over the counter medicines Fevers, stomach upsets, bites, headaches, aches and pains	PHARMACIST
	Symptoms that won't go away Ear pain, back pain, stomach pain	GP
	Walk-in service for urgent care Sprains, fractures, minor burns, skin infections, minor eye injuries	MINOR INJURY UNIT & URGENT CARE CENTRES
999	Life threatening emergencies Loss of consciousness, severe breathing difficulties, heavy bleeding	A&E

Jackie Jones, Chair - Prescott Surgery Patient Group

Important News from your Surgery

The Patient Survey Response from Dr Guildford and the Partners

Our Good News

The picture produced by the patient survey is in line with our view as Partners of the practice regarding what is going well and, more importantly, what is not going well here at the practice. We are very pleased to see the high satisfaction ratings for helpfulness of our reception and administration teams and our staff in general.

We are pleased to acknowledge that patients welcome the success of our '**same day**' appointment service for **urgent issues**. We have excellent high satisfaction scores for the care provided by our nurses and GPs. Our patients seem appreciative of our newsletters, which are produced in conjunction with the patient group. We will ensure the newsletter is available in the practice and on our website in addition to the community newsletter produced by the Baschurch Village News. We have received an overwhelming amount of positive comments and we thank all patients for taking the time to inform us of their positive views.

Appointments

We acknowledge dissatisfaction with access to appointments that are not the same day and also our telephone system. We will be looking in more detail at this particular area and update you further. I am pleased to inform you that we have signed a contract for a **new telephone system** which will help with call queuing and also call backs. The system is due to be in place **spring 2024** however we will require your patience and understanding as the system is implemented and staff training takes place. This is a step forward for the practice as we have been unhappy with our current system for some time.

Extended Access Appointments

As patients you informed us that you were not aware of the availability of evening and weekends at some Shrewsbury practices. This is known as '**Extended Access appointments**'. We are often able to offer appointments at another practice within our primary care network (normally in Shrewsbury). We will be ensuring our reception staff offer these appointments when appropriate. The appointments are outside our normal hours and are weekdays Monday to Friday 6:30pm to 8pm and Weekends 8am – 8pm all of which are subject to availability.

Other Main Issues from the Survey

We are very aware of other issues that need addressing. These issues include;

- A consistent service from our Dispensary. This is our main priority in 2024, and we will update you on progress within the Dispensary in our next Newsletter.
- Our premises including parking facilities.
- Appearance of our waiting room.

Our premises situation is on going and discussions also involve the Parish Council, Shropshire Council and representation from the NHS Integrated Care System (ICS) for Shropshire, Telford and Wrekin.

We will continue to update you on these matters in the next newsletter. We will continue to work with the Patient Group and in particularly the Chair of the group, in order to ensure effective communication to our patients.

Dr M Guildford – Senior Partner

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