



Patient Survey 2016

Our Patient Survey this year covered four topic areas.

- Knowledge of the Surgery and its services
- Patients' Appointment Experiences
- Suggestions for improvements
- The PRG Newsletter [Cherrymead Chat]

Here I give a summary of results from the Survey.



Knowledge of the Surgery

Eight of the eleven questions in this section were used for the 2015 Survey. All showed small increases in patient awareness. They showed that 89% of patients know that our system prioritises call-backs based on clinical need. 77% know that they can ask to be called back by a specific doctor or nurse.

In contrast, only 53% know that the system has ensured that patients are seen on the same day as their call to the Surgery. Also, only 45% know that a call on a day or online booking the previous day will secure a call-back and if necessary, an appointment that day.

The finding that only 21% know that the surgery offers pre-booked appointments on Tuesday and Thursday evenings was surprising.

At the other extreme, 95% know that the Surgery has a website, and that 62% have accessed the site. 92% know that they can request prescriptions can be sent electronically to a chemist of their choice.

For the new questions, 85% know that repeat prescriptions can be requested online. Only 34% know that the Surgery has a Facebook page, and only 14% know that it has a Twitter account!

Patients' Appointment Experiences

56% of patients said that they had waited less than ten minutes after their booked appointment time to be seen by the doctor or nurse. Only 10% had waited more than 20 minutes.

Patients were asked how good was the GP or Nurse at:

- Giving them enough time
- Listening to them
- Explaining tests and treatments
- Involving them in decision about their care
- Treating them with care and concern.

92% or 93% said that the GPs were either 'excellent' or 'good' at each of these. The values for the Nurses were between 97% and 100%.

The final questions of the section asked whether the patient had confidence in the GP/Nurse. 92% said 'yes' for the GPs and 98% for the Nurses.



Suggestions for Improvements

This section had two questions. They asked for comments on how the Surgery could improve its service, and on how the doctors and nurses could improve. We give our thanks to those who did provide comments. Those on the Surgery have been sorted into groups of similar type of comment. They are being discussed by the PRG and the Surgery. The comments on the Doctors have been passed to them for their consideration. Once those have been completed action points will be agreed and implemented.

Cherrymead Chat

The final section had three questions on Cherrymead Chat. Only 52% of patients knew about our Newsletter. Of those, 73% had read an issue.

The final question asked what subjects patients would like to be covered in the Newsletter. Most of those included related to specific illnesses/conditions. They will each be considered when we plan the contents of future issues of Cherrymead Chat.

Summary

The results of the Survey show that the Surgery is providing a generally excellent service to the patients. However, it has raised some issues. The Surgery and the PRG will agree an action plan on how best to remedy them. We will inform patients of those actions in Cherrymead Chat and in the Surgery.



It's the time of year when we are thinking about getting out in the sun, or even travelling abroad. Sunshine is good for us, but we still need to protect our skin. Sunburn increases your risk of skin cancer. You can get burnt in the UK!

We need to get a balance between getting enough Vitamin D from sunlight, and not damaging our skin in the process.

The sun is strongest during the middle of the day. Ideally spend time in the shade between 11am - 3pm.

You should make sure you never burn – cover up with clothing, wear sunglasses and a hat.

Children have much more sensitive skin. They need higher sun protection factor creams.

A good sunscreen should have:

- the letters "UVA" in a circle
- at least a 4 star UVA protection rating
- a Sun protection factor (SPF) of at least 15 to protect against harmful UVB rays

It is important to apply sunscreen frequently and liberally. When it is hot you will sweat and the sunscreen will rub off. Waterproof sunscreens are available, but you should reapply after swimming.

You should take even more care if you have any of:

- pale skin
- lots of freckles
- fair or red hair

Sometimes there are skin problems associated with certain medical conditions or medications. Check with your nurse or GP, if you are unsure about what sun protection you need.



TRAVEL HEALTH



It is likely you will need some form of vaccinations and advice, if you are going abroad outside Europe. You should complete a travel risk assessment form at least 4 weeks before your departure. You can download a copy from the Practice website or you can ask for one at reception.

Most vaccinations need to be completed at least 3 weeks before your departure. If you are leaving sooner than this, we may have to direct you to a private travel Clinic such as MASTA.

Our nurses will check your notes then advise which vaccination or medications you need. You will have a phone call from the nurse. If you are up to date, she can advise about any other matters relating to your trip. If you need vaccinations, you will be contacted to make an appointment.

Malaria tablets are not available as an NHS prescription –there is a £15 charge for the prescription. Then you will also have to pay a fee for tablets at your Pharmacy. Some malaria tablets can be bought straight from the Chemist. The nurse will advise you which ones you need. That will depend on the country you are travelling to, and the risk at the time of year you travel.

We are not a registered centre for yellow fever vaccination. However, you will be given information as to where you can obtain it. Usually we would direct you to a MASTA clinic. The nearest one is in Beaconsfield.

Vaccinations such as Hepatitis B and Rabies incur a charge, but you will be informed of this before your appointment.

It is important :

That you have plenty of medication for your trip, if you have a long term condition such as Diabetes, Asthma, or Heart disease. You should not pack that in your hold luggage. It could get lost.

It is important to check with the nurse or GP what to do if you become unwell abroad. You may need to make adjustments to you regular medications if that happens.

Some countries prohibit certain types of drugs. Airlines will often ask for a letter if you are carrying liquid medicines or needles on a flight. We can supply a letter confirming this. The letter has a charge of £20.

Further information can be found on www.nhs.uk or www.fitfortravel.nhs.uk

STAFF PROFILE –PETER WATT



I am the Assistant Practice Manager at the Surgery. My background is in the Arts, Education and Marketing. Hence, I am used to spinning plates (both figuratively and literally). So, I've found the challenges of General Practice really rewarding.

I'm a keen amateur dramatic enthusiast. I perform and direct for local groups. I live in Newbury, West Berkshire with my wife, three children (19, 6 and 2) and an angry cat. When not doing drama, I enjoy making the most of my National Trust membership at the weekends. Also, I am currently in training for the London at Night Pink Ribbon walk on Saturday 9th July. This is to raise money for Breast Cancer Care.

You can sponsor me and the other team members at: www.justgiving.com/fundraising/cherryladies

Or complete a sponsorship form in the Surgery.



How To Get Help If You Have A Mental Health Problem



The recent PRG Patient Survey asked what you would like to read about in Cherrymead Chat. Top of your requests was how to get help if you have a mental health problem. Hence, we've compiled the list below which we think you'll find useful.

You, your family, friends, or a carer can ring us to discuss a mental health problem with a GP. Tell our receptionist you have a mental health problem. Give her any other details you think are important. A GP will call you back to assess your situation. Then see you or give you information. That will be on how to contact those best placed to help you.

Anyone over 18 can ring Healthy Minds Bucks on 01865 901600. It is the local NHS talking therapy service. Calls are charged at your local rate. Calls from mobiles may cost more. Lines are open from 7am to 5:30pm Monday to Thursday and 7am to 4:30pm on a Friday.

You can also text TALK <your name> to 07798 667169. A Healthy Minds therapist will then call you back. The therapist will assess your situation. Then will discuss the best options for treatment with the Healthy Minds team. After that, you will be contacted to agree the best way forward. This may involve referral to a hospital based service.

www.healthymindsbucks.nhs.uk

Parents, schools and young people between 16 and 17 years of age can now ring Child and Adolescent Mental Health Services (CAMHS) on 01865 901951. CAMHS and Barnardo's have trained staff that answer calls from 8am to 6pm on weekdays. They listen, offer advice and make sure you receive the care that you need. That will be from CAMHS or another group through a named personal Buddy.

There are also non-NHS groups which can help you.

Adults under the mental health team may wish to ring Wycombe MIND on 01494 448279 or email matt@wycombeorg.co.uk. It supplies additional support for daytime activities.

www.wycombemind.org.uk

Counselling for adults is available from South Bucks Counselling on 01494 440199.

www.southbuckscounselling.org.uk

Those aged between 13 and 25 years can call YES High Wycombe on 01494 73373 for advice, and support.

www.youthenquiryservice.org.uk

Adult and child Carers can call Carers Bucks on 0300 777 2722 for advice or support.

www.carersbucks.org