

# St George Health Centre

## Patient Group Newsletter

February 2017

Website:  
www.stgeorgehealthcentre.nhs.uk  
Phone numbers:  
Appointments 0117 9612161  
Emergencies 111 (use 999 for life threatening emergencies only)  
Pharmacy:  
Advice available for minor illnesses & medicines from any pharmacy

## Welcome to the first newsletter from the Patient Group at St George Health Centre

This newsletter has been put together with the support of practice staff, GPs, receptionists, nurses etc. We want to keep you informed about all the developments that are taking place in the practice so that you are clear about what we offer. Your feedback will help us improve our service to you.

We want to make sure we use resources effectively to give you and all our patients:

- A high quality, reliable service
- The service that suits your individual needs
- That service in an appropriate time scale



### HEADLINES MAKING THE NATIONAL NEWS

The news is full of comments at present regarding the NHS being overstretched. A&E and GP practices are featuring in most reports.



How does what is being said in the news relate to this practice?

- We are open all day every day from 7.30am on a Monday morning to 6.30pm on a Friday night. We do NOT close for lunch. We do NOT close for meetings or training.
- In a practice survey you told us you would prefer us to open during the evening than on a Saturday. So we open some evenings every week and a minimum of six Saturday mornings during the Winter.
- We provide an average of 5.75 hrs of "extended hours" GP and nurse appointments per week between 7.30-8am, 6.30-7pm and some Saturday mornings at times when people who work should find it convenient to access our services.
- Since September 2016 we have joined with neighbouring practices to offer appointments every Saturday morning. Unfortunately up to 30% of patients do not attend the appointments they book on a Saturday morning. This is a clear waste of resources. We are currently reviewing how these appointments are utilised.

#### DID YOU KNOW?

That St George Health Centre has 10,895 registered patients and takes on approximately 25 new patients every week

## ADDITIONAL APPOINTMENTS ACROSS THE WEEK

As part of our efforts to offer a flexible full service across the whole week we are working with local partner GP services in Inner and East Bristol. This means that if we cannot offer you an appointment to suit you at the weekend or in the evening we may be able to offer you an appointment with one of our local partner surgeries.

The GP in the partner surgery will be able to access your records, if you are happy for them to do so, the usual rules of confidentiality apply.

This helps us fulfil our aims, to offer you the service that suits your needs.

### OVER 40'S HEALTH CHECKS

If you are in the 40-74 age group without a pre-existing condition you may be eligible for this check. Do ask at reception.

It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.



## NEW TRIAGE SERVICE

We have set up a new service to make sure you get the right service for your needs within the shortest possible time. This is called a TRIAGE SERVICE.

When you phone for an urgent appointment, please explain to the receptionist what your issue is and they will direct you to the right person to help or you will get a call back from a GP/Nurse who will deal with your problem on the phone or arrange a time for you to come in and be seen.

We understand that sometimes you may not want to explain to a receptionist what your problem is about as it might be something embarrassing or you may be at work and in front of work colleagues. Please be assured that our receptionists are discreet and trained to deal with this, but we are really keen to get you to the RIGHT service at the RIGHT time and some information is required to do this.

We have been working with the service for a few months now, patients are very enthusiastic about it and feedback from our GPs and Nurses has been really positive too.



## \*\*\*NURSING STAFF\*\*\*

We are constantly developing our nurses' skills to be able to deal with a wider number of health issues. We have five practice nurses and we thought you might like to see what a working day is like for them. It is not a typical day as they don't have one!

"Hello I am Mandy a Practice Nurse offering a triage & minor illness service & long term condition management. Today I am working 10.30-6.30pm. My day went like this.....

First patient for ear check, needed additional treatment which I gave so already running a little late!

10 minute minor illness appointment with shortage of breath. Followed by two patients booked for minor illness appointments also with other complicated factors.

Saw a patient for a 10 minute dressing appointment for infected wound, issued a prescription.

Next Patient arrived late for a 30 minute diabetic review. This scuppered my appointment timings.

Last patient of the morning was seen for leg compression bandaging. This takes 45minutes on my knees and is hard going! Squeezed in an urgent ECG for a patient being seen by the Duty Doctor. This takes 15 minutes to perform.

Didn't have time for planned 30 minutes lunch, took 15 mins so I can keep to time. Completed 5 patient tasks on the computer and met with Practice Manager to discuss nursing cover for staff absence, so late starting afternoon clinic.



Situations occurring that delayed appointment times:

- ✦ 15 minute delay caused by needing to use telephone translation service for a patient
- ✦ Patients arriving late for appointments
- ✦ A patient requesting wife to be seen too with no appointment booked – not possible
- ✦ Patient struggling with mental health issues – time taken to refer to Duty Doctor
- ✦ Larger number than normal of urine samples dropped into practice, these had to be tested and reviewed before courier came to take to laboratory for further testing
- ✦ Patient squeezed in for an urgent injection

At the end of day I needed to email a couple of patients with updates, complete medical records and telephone a specialist insulin consultant.



I came to work expecting to see 25 patients. One did not attend their appointment and due to urgency I saw an extra 2 patients. I didn't take allotted breaks and I didn't leave work until 7.15pm, three quarters of

an hour late!

*But I did leave work knowing that I had given patients the care they needed and had done the best thing for their situation."*

### DID YOU KNOW?

In 2016 we issued 155,499 prescription items.

# WASTED APPOINTMENTS

Last year 3581 people did not turn up for their appointment. This means a whole GP/Nurses' working week was lost. Each missed appointment costs up to £25 and of course stops another patient from seeing a Health Professional.

## DID YOU KNOW?

You can register with the practice for on line access to:

Book and cancel appointments

Request repeat medication

View information from your medical record including test results

Please ask at reception for the Patient Access service

PLEASE let us know by phone or cancel via Patient Access online if you are not able to make

your appointment. Cancelling as early as possible helps

us to offer the appointment to someone who needs it. As

wasted appointments cost time and money we have tried

to address this. We have a system of flagging patients

who do not attend for appointments and we write to

them to inform of this. Patients who do this three times in six months are told they will have to

wait until the end of a surgery to see a GP. We are currently reviewing this policy. What do you

think about this?

**DID YOU KNOW?**  
Our GPs, Nurses,  
Health Care Assistants,  
see or telephone consult with over  
1200 patients every week

## \* \* PATIENT PARTICIPATION GROUP \* \*

We now have a Patient Support Group that meets 4 times a year. This is made up of the

Practice Manager (Susan Fowler), Reception Services Manager (Kath Burbidge), a GP and

committee members who are patients and have volunteered to give their views about

developments in the practice, to feedback about concerns and to make suggestions for

improvements.

If you would like to join the group, please contact us using our details below.



If you have any comments or queries about any of the services we provide or the content of this newsletter, please e-mail [stgeorge.healthcentre@nhs.net](mailto:stgeorge.healthcentre@nhs.net) or write to the practice, marked for the attention of Ms K Burbidge, Reception Services Manager.

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If you have a disability or impairment that affects communication, please let us know how we can provide you with support such as information in an alternative format eg. large print.