

Brechin Health Centre

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GP and Staff News

Hello,

Recent months have again seen a number of changes in the practice and we would like to thank you for your patience.

Medical recruitment continues to pose challenges but we continue to advertise locally and nationally for GP's and have had some further interest recently, so we are hopeful for the future!

The GP shortage has impacted on the services available some days and I'd like to thank all of the staff who have worked very hard to maintain services as well as our patients for working with us.

Rhonda Hannah, one of our nurse practitioners has left the practice to join a general practice in Arbroath and we would all like to wish her well in her new role. We are advertising for her replacement currently and hope to recruit quickly to the vacancy.

We held an open day in the practice on 12th April 2016 in collaboration with our Public Participant Group, which was very well attended. While people attending raised understandable concerns about local services they learned a lot about what support is available both within the practice and the wider community. We are continuing to work with Voluntary Action Angus who have a worker Kay present within the practice three days per week to help signpost people to local resources and support. Please do go and say hello to Kay if you see her in the waiting room.

The Patient Participation Group also undertook a patient survey in April, the results of which are shown on the next page.

The physiotherapy service within the walk in clinics continues with the early evaluation showing very good outcomes and high levels of patient and staff satisfaction.

Fiona Robertson

Practice Manager

FEEDBACK AND COMPLAINTS

'You have the right to give feedback, make comments, or raise concerns or complaints about the healthcare you receive.' The Charter of Patients Rights and Responsibilities, 2012

What can you complain about?

- Care or treatment you have had or are having in the NHS
- Anything to do with the place in which you are seen
- Any member of NHS staff involved in your care
- How NHS services in your local area are organised if this has affected your care

How do you complain?

- If possible please talk to the member of staff involved in your care as this can sort things out on the spot
- You can talk to the practice manager or the Feedback & Complaints Officer for NHS or in writing
- You can complain in person, by phone or in writing to:

Complaints and Feedback Team
 NHS Tayside
 Ninewells Hospital, Dundee DD1 9SY
 Email feedback.tayside@nhs.net
 Freephone 0800 027 5507

You will receive a written response to any written complaint within 20 working days of receipt of your complaint.

Patient Participation Group Survey: What you told us and what we will do!

Please help us to work as efficiently as we can:

1. Please cancel appointments you don't need. Last month we lost 145 appointments due to patients not turning up
2. We have access to much more support and equipment in the surgery and can see many more patients in a surgery consultation that we can with house visits. For that reason if you call requesting a house call reception staff will seek information from you to enable the GP to assess and prioritise your needs
3. Only order repeat medicines that you need. Any unused/returned medicines have to be disposed of and cannot be reused. Please help us reduce medicines waste. Repeat prescriptions can be ordered in 3 ways:
 - Handing in repeat order form to the practice or one of the local pharmacies
 - Online—via our website www.brechinmedicalpractice.co.uk There is an 'order your repeat prescription' icon on the bottom of the homepage or click 'prescriptions' on the left hand side menu. This will take you into a page to register to order your prescription online
 - Dedicated prescription phone line—01356 692851

If you have any suggestions for information you would like to see included in future newsletters please let us know!

67 people completed the survey which was available in the waiting area between 5th and 14th April 2016. We were really pleased that respondents represented all ages, with an almost 50/50 male and female split.

You Said

Only 43% knew about the physiotherapy service available in the walk in clinics (Mon, Tues, Wed, Friday)

Variable understanding re the roles of the various nurses in the practice do

Only 37% knew how to make a complaint

While the majority were aware of how test results would be shared some people were worried about their results slipping through the net

You raised concerns about availability of appointments and continuity of care

A few noted concerns about the general condition of the health centre building

You raised concerns about wider health service issues in Brechin, such as the MIIU and the infirmary beds

We will do

Display posters about the service in the practice
Display posters about the service in public areas across the town

Display a poster about what the nurses do in the practice
Include a feature about the practice nursing team in a future newsletter

Complaints booklets are available at reception and will also be placed along with posters in the waiting area

We will support the practice team to develop a patient information sheet outlining how and when you access results. This will be given to you after you get any practice based tests so you know what to do

We have discussed with the practice team. We all appreciate the current staffing challenges and we will work with the practice team to support best use of available appointments until such time as all vacancies are filled

The painters are currently freshening up the building and we will work with the practice to consider further possible enhancements

The comments received have been sent along with a copy of the full report to local senior managers

If you should wish to access a full copy of the Patient Survey please contact the practice manager or any member of the Patient Participation Group.

We will rerun the survey in a year which will allow us to measure the impact of changes made.