

ALMOND ROAD SURGERY NEWS

THE LAST YEAR

The last year has been a very busy one for all here at Almond Road Surgery. With all the changes introduced by the Government as well as the practice installing a new medical computer system and all the training and teething problems that went along with this. We would like to take this opportunity to thank all our wonderful patients for bearing with us over the last 6 months whilst migration from Emis LV to System One took place. We all felt like new members of staff again as nothing was familiar to us anymore and we had a giggle trying to find things we once could find without even thinking about it.



In addition this year we now have 2 fully qualified Minor Illness Nurses who work alongside the Doctor doing the Sit & Wait Surgery. Our Minor Illness Nurses can treat the majority of Minor Illnesses including Back Pain, Cough, Diarrhoea & Vomiting, Dizziness, Earache, Flu like illness, Headache, Minor Injuries, Piles, Rashes, Sinusitis, Sore Throat, UTI / Cystitis to name just a few. Patients can request to see the Nurse when they book their Sit & Wait appointment.

WEBSITE & PHONE APP

www.almondroadsurgery.org.uk

Smartphone app

SystemOnline

Allows you to book appointments & order prescriptions

We are looking to work closely with our Patient Participation Group and are looking for volunteers to add members to the group. Forms are available from the notice board near the reception desk in the practice waiting room. In a change to previous years the practice will now be seeking a member of group who would be willing to take on the facilitating for the group and moving the group forward. We are looking for ideas on how to improve the group and suggestions on ways the surgery could move forward. The group will then discuss the feasibility of these ideas and if they can practically be implementing to the benefit of all our patients not just the minority. As a practice we are always striving to improve our service and want to make it the best we can and provide the best service to our patients that we can.

The National GP Patient Survey Results for 2014 showed our practice come out on top for all practices in St Neots. As a practice we are extremely proud of this achievement. Copy of the results is included at the end of this newsletter.

During the last 2 months NHS England has introduced the Friends & Family Test which instructs practices to ask their patients a 2 part question. 1st part is “How Likely are you to recommend our GP Practice to friends & family if they needed similar care or treatment” with the answers broken down into Extremely Likely, Likely, Neither Likely or Unlikely, Unlikely, Extremely Unlikely, Don’t Know. 2nd part of the question is “Please tell us the main reason for selecting your statement”. The results of the Friends & Family Test will be published on a monthly basis on the practice website (www.almondroadsurgery.org.uk) as well as displayed on the notice board in the waiting room. We are pleased to say that December / January Results (combined into one) have been very positive. A word cloud of our patients comments for part 2 of the question has been created and the results can be seen on page one of this newsletter as well as on the practice website and on the notice board in the practice waiting room. A full results report is included at the bottom of this newsletter.

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Other News

The practice this year has invested in improving patient experience. You may have noticed a few of these changes yourselves when attending the surgery.

The practice has purchased a special slip resistant floor, wood effect, for the front entrance, waiting room and corridors to finally replace the blue carpet that was previously there. We hope patients like the improvement.

In addition to the purchase of the new floor you may also have noticed new chairs. The practice feels this is a big improvement on the previous ones and hope patients appreciate the change. Many patients have actually come to the front desk and told us “Thank you for the new chairs”. The practice now has 1 higher chair with arms our elderly and disabled patients. If you are sitting in this chair please vacate if asked to by our elderly or disabled patients.

We have also invested in two pieces of new medical equipment. A new Defibrillator and a height adjustable couch.

Patients will notice that on their left as they enter the building opposite the reception desk is a Patient Auto Check in Screen. This helps to alleviate the queue at the front desk and speed up the booking in of patients to see the doctor. If you have trouble using the Auto Check In just ask the girls on the reception desk and they will only be too happy to help.

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You are probably all aware that the old Almond Road Clinic building, next door to the surgery, has been up for auction recently and is now sold. From what we know so far is that it has been bought by an online discount holiday firm who plan to use it as office space. Currently they have put in planning permission for change of use, once this is granted they have promised to liaise with us throughout the work to ensure that we can carry on working as normal and maintain access at all times for patients, staff and ambulances if required.

Future Plans

Currently the improvement plans the practice has for the next year is to redecorate the outside of the building. Which after the 3 thefts of lead from the roof could do with a bit of TLC. So we all look forward to the surgery glowing white again.

Finally

We would once again like to take this opportunity to thank our patients for all their support and understanding during the busy changeover of computer systems.

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GP PATIENT SURVEY PRACTICE REPORT

WEIGHTED Results

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

ALMOND ROAD SURGERY CEDAR HOUSE SURGERY EATON SOCON HEALTH CENTRE

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	87	77%		161	70%		135	68%	
No	18	16%		56	24%		56	28%	
Don't know	9	8%		14	6%		8	4%	
	<u>114</u>			<u>230</u>			<u>199</u>		

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	24	21%		32	13%		22	11%	
Fairly easy	72	62%		110	46%		97	49%	
Not very easy	12	11%		68	28%		41	21%	
Not at all easy	2	2%		32	13%		35	18%	
Haven't tried	5	4%		0	0%		5	2%	
Easy (total)	<u>97</u>			<u>142</u>			<u>119</u>		
	116			242			200		

Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	53	45%		71	29%		50	26%	
Fairly helpful	50	43%		123	51%		98	50%	
Not very helpful	10	9%		33	14%		33	17%	
Not at all helpful	2	1%		15	6%		14	7%	
Don't know	2	2%		0	0%		1	1%	
Helpful (total)	<u>103</u>			<u>194</u>			<u>148</u>		
	117			242			197		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	46	41%		61	26%		45	23%	
Fairly good	50	44%		81	34%		68	35%	
Neither good nor poor	13	11%		47	20%		30	16%	
Fairly poor	2	1%		23	10%		31	16%	
Very poor	2	2%		24	10%		19	10%	
Good (total)	<u>96</u>			<u>143</u>			<u>113</u>		
	113			237			194		

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	19	29%		7	9%		14	14%	
A lot of the time	11	16%		19	23%		16	16%	
Some of the time	32	49%		35	44%		45	47%	
Never or almost never	3	4%		20	25%		21	22%	
Not tried at this GP surgery	1	1%		0	0%		1	1%	
	<u>66</u>			<u>81</u>			<u>97</u>		

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Core Questions

ALMOND ROAD SURGERY CEDAR HOUSE SURGERY EATON SOCON HEALTH CENTRE

Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

Very good	49	43%	84	36%	89	45%
Good	54	47%	101	43%	96	48%
Neither good nor poor	10	9%	35	15%	10	5%
Poor	1	1%	8	3%	2	1%
Very poor	0	0%	6	2%	0	0%
Doesn't apply	0	0%	0	0%	1	1%
Good (total)	104	90%	186	79%	185	93%
	115		234		199	

Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	34	30%	71	30%	87	43%
Good	55	48%	95	40%	71	36%
Neither good nor poor	15	13%	44	18%	17	9%
Poor	4	3%	12	5%	10	5%
Very poor	1	1%	3	1%	0	0%
Doesn't apply	5	5%	12	5%	15	8%
Good (total)	89	79%	166	70%	158	79%
	114		237		201	

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	6	5%	7	3%	1	1%
Less than 5 minutes	11	9%	25	11%	4	2%
5 to 15 minutes	71	62%	147	63%	145	74%
More than 15 minutes	21	18%	44	19%	40	21%
Can't remember	6	5%	9	4%	5	3%
	114		233		195	

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	72	63%	117	49%	137	68%
Yes, to some extent	38	33%	104	44%	58	29%
No, not at all	4	3%	14	6%	4	2%
Don't know/can't say	1	0%	2	1%	1	1%
	114		238		201	

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Core Questions

ALMOND ROAD SURGERY CEDAR HOUSE SURGERY EATON SOCON HEALTH CENTRE

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	58	49%	63	27%	55	27%
Yes, would probably recommend	40	34%	83	35%	94	47%
Not sure	13	11%	48	20%	31	16%
No, would probably not recommend	6	6%	22	9%	12	6%
No, would definitely not recommend	0	0%	10	4%	4	2%
Don't know	0	0%	10	4%	4	2%
	<u>117</u>		<u>236</u>		<u>201</u>	

Almond Road Surgery – Friends & Family Test Results

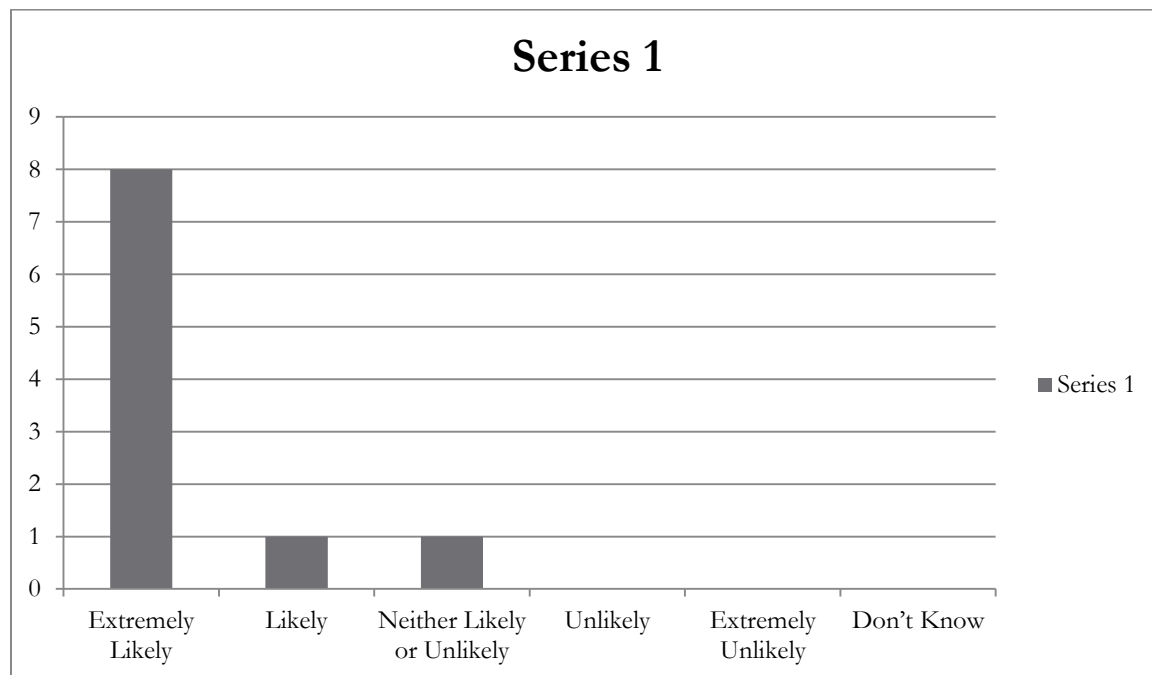
January 2015

These are the results of the Friends & Family Test for Almond Road Surgery.

The question patients were asked was: - “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

The Results are as follows:-

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
8	1	1	0	0	0



What Patients Said About Our Practice

- Excellent Service
- Very good caring & friendly Service
- Always been happy here – left Eaton Socon HC to come here many years ago
- Attention to detail
- Have been attending practice for 40 years. Always received a very good service. Never a reason to complain. Reception staff Excellent.
- Short waiting time. Friendly doctors & staff
- Always helpful and friendly and doctors give good advice
- Everybody is so friendly and always do your best to fit us in to see a doctor or nurse. All staff are very helpful
- Very efficient service