

*Montgomery-
House Surgery*

N e w s l e t t e r

Spring 2009

Extended Hours – GP Appointments

We now offer late appointments between 6.30pm and 8pm on Tuesdays and Thursdays.

Please note these are routine appointments. In the event of an emergency, please contact our 'Out of Hours' service on 0845 345 8995.

Extended Hours – Nurse Appointments

As from 1st July 2009 we will be offering late nursing appointments on Tuesdays and Thursdays until 7.30pm. Again these are for routine appointments only.

Patient Satisfaction Survey

Some of you completed our annual questionnaire for us in the autumn, and we thought you might like some feedback on your answers.

Patients' Comments:

In addition to the tick boxes on the questionnaire, many of you made comments about the surgery. Some of you gave us valuable feedback on areas for improvement, and others gave us some wonderfully positive feedback, particularly about our doctors and the way that they look after you. We would like to thank you all for taking the time to do this.

We will shortly be asking you for more feedback on your experience of coming to this surgery.

Waiting time in the Surgery:

The area where we scored lowest was 'Waiting Time in the Surgery'. This was particularly disappointing because many of the GPs have put additional 'catch up slots' in their surgery. However, on looking at our figures, we agree that a lot of you have had to wait too long!

We have discussed this at length, and we believe that there are various factors contributing to this. The main one is that most people's problems take longer than 10 minutes, which is the length of one appointment. We cannot make the appointments any longer because we need to offer a certain number of appointments, and we would run out of time.

Two of our doctors are going to extend a previous trial where the patients can choose between 5 minute, 10 minute and 15 minute appointments. In the previous trial, this seemed to work quite well, so we are optimistic!

In the meantime, we would ask our patients to remember that most appointments are 10 minutes long, and we would appreciate it if you could try to keep to time, as well as our GPs. If you have too many problems for 10 minutes, please make another appointment. Unfortunately, we cannot offer double appointments unless the GP decides that this is necessary.

Partner Retirements

As you already know Dr Thompson retired at the end of January, and Dr Rowlands, our Senior Partner, will be retiring at the end of August. Both doctors have been here many years, and will be missed by colleagues and patients.

New Staff

Over the last year we have been pleased to welcome Chris to our nursing team, Joy, Abi and Hayley to our receptionist team and Celia to our admin team.

Out of Hours Service

If you need a doctor and the surgery is closed, please telephone 0845 345 8995.

Booking Appointments & Ordering Repeat Prescriptions Online – Improved Performance

EMIS Access has been switched over to the hugely successful beta version – meaning it's now up to four times faster and more robust during peak times.

In addition to enhanced performance, the new EMIS Access includes an improved appearance and page layout – making it easier for patients to navigate the site.

The beta version, which launched in January, has been an overwhelming success with patients. Comments such as “brilliant”, “an even better user experience” and “easier to track” have flooded in from patients all over the UK.

To sign up for this service, collect your registration forms from our Reception.

Practice Website

Don't forget our website where you can:

- Make appointments online
- Request repeat prescriptions online
- Get information about our opening hours and the services we offer
- Make comment or suggestions, complaints or praise.
- Log onto www.montgomeryhousesurgery.co.uk

Swine Flu

IMPORTANT NOTICE

If you have recently returned from a country where human cases of swine flu have been identified...

...and you have a fever accompanied by any of the following:

- cough
- sore throat
- headache
- muscle aches

please do not come into this surgery, as you may pass your illness onto others. Please be kind enough to stay at home, and contact us by telephone. We will put you straight through to a GP.

Thank you for your consideration.