

# ***Montgomery-House Surgery***



## **N e w s l e t t e r**

***Spring 2010***

## **New Partner and Staff**

We are pleased to welcome Dr Parker to Montgomery-House. She has now been with us for six months.

Also new to our team is Clare, our new receptionist, and Sandra and San, our two new dispensers.

## **Contraceptive Implants**

We have introduced the new service of fitting and removing contraceptive implants (Implanon). If you are interested in discussing this, please make an appointment to see Dr Parker. Please note that a further appointment would be required for the insertion or removal of the contraceptive.

## **Late Night Appointments**

As you may already know, we are offering appointments on Tuesdays and Thursdays with GPs until 7.40pm, and with nurses until 7pm. Please note these are routine appointments. In the event of an emergency, please contact our 'Out of Hours' service on 0845 345 8995.

## **Intercare Pharmaid**

We thought you'd like to know that the medication you return to us, if it is still in date, is sent to a charity for distribution in Africa, called Intercare Pharmaid, instead of being incinerated and wasted. It is still fine to use, but cannot be used in this country due to government regulations.

## **Battling against the wintery weather**

We would like to thank our staff for keeping the surgery running when we had a lot of snow. Some of our staff really struggled to get here, but they did get here, including one who attempted to walk from Ambrosden, but luckily was collected by a four wheel drive.

## **Complaints / Praise / Suggestions or Comments**

If there is anything you would like to tell us about, which would help us to improve the service we offer you, please ask for Sarah Arnall, our Practice Manager.

## **Our Patient Surveys**

The Government now sends out questionnaires to patients on behalf of practices on a quarterly basis, and they now have the results for  $\frac{3}{4}$  of the year.

520 questionnaires were sent to our patients and 249 were returned completed.

84% of those who answered were able to see a doctor on the same day or the next two days, and 84% were able to see a doctor more than two days in advance.

### **Our highest performing areas, compared to other surgeries in the area are:**

- 94% said they would recommend their surgery to someone who had just moved to the area.
- 95% said the doctor or nurse took notice of their views about how to deal with their health problems.

There are some areas where we could do better, and we are looking into these.

### **Overall Satisfaction:**

- With overall care received – 96%
- With surgery opening hours – 85%

## 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 comments or suggestions, complaints or praise.
- Log onto [www.montgomeryhousesurgery.co.uk](http://www.montgomeryhousesurgery.co.uk)