



PATIENTS' FORUM



AUTUMN 2011

ISSUE 1.

YOUR FEEDBACK COUNTS

Have you received a text recently about completing an online survey? Or has one of the practice team asked you to do so? We are gathering patient feedback about what they want from their doctors' practice so that we can improve and extend the services we offer. We'll be running these surveys at regular intervals over the next couple of years and acting upon the feedback you give us. The surveys will cover a range of topics. The current one is in response to issues raised by patients about the premises - and we would value your input and opinions on a regular basis. Please feel free to complete the surveys using the computer in the waiting room, by clicking the link on the website (parkviewhealth.co.uk) or by requesting a paper copy at reception to be completed on site. Subjects that patients are concerned about are equally important so if you have a question for inclusion in the next survey, please e-mail the Practice Manager on info@parkviewhealth.co.uk. If you would like to be part of the representative patient group that debates the outcomes of the survey and shapes the future of the practice, please complete the form at reception and the Practice Manager will be in touch.

MAKING AN APPOINTMENT

Our appointment system is set up with four types of appointment that can be booked.

Two thirds of these appointments are **routine** appointments which can be booked up to 8 weeks in advance. These are used for patients returning for results, for non urgent problems or for chronic disease management. There are also appointments for **special** clinics such as cryotherapy, childhood immunisations, family planning, NHS health checks or warfarin monitoring which are held on specific days and may require specific equipment to be set up for the clinic.

One third of the week's appointments are for **urgent**, on the day consultations. The morning surgery appointments are released at 8.30am, and the urgent appointments for the afternoon are released at 3.00pm each day. It is not possible to book an urgent appointment in the morning for the afternoon, or for the next morning

during the previous afternoon. Finally there are **four telephone** consultation appointments per doctor each day which can be requested. We can also take messages to pass on to your doctor, but the doctor may not be able to return your call on the same day.

If you no longer need your appointment, please call and cancel it in good time, so that we can offer the slot to someone else.

You can make an appointment by telephone

(01444) 244294

or in person during practice opening hours, or at any time if you are registered to make online appointments.

Just ask reception for details.



PARK VIEW HEALTH PARTNERSHIP, SIDNEY WEST PRIMARY CARE CENTRE,
LEYLANDS ROAD, BURGESS HILL, RH15 8HS

Tel: 01444 244294 **Fax:** 01444 480420 **e-mail:** parkview@nhs.net **website:** parkviewhealth.co.uk

SEEING YOUR OWN GP

Many of our patients are very frustrated that they have to wait a long time to see their personal GP. All the doctors at Park View work part-time and can't physically see all their patients. We've taken your comments on board and developed a 'buddying' system so that you have two doctors who have personal knowledge of your history and symptoms. If you are registered with Dr Miarkowski or Dr Hughes, you will see one of these, and if you are registered with Dr Wells or Dr Grace you should only see these GPs.

We'll be monitoring this arrangement closely to ensure it's giving our patients continuity of service and saving you time seeing a locum doctor and then coming back to see your own GP.

WHAT TO DO IF YOU NEED A DOCTOR BUT THE PRACTICE IS CLOSED

There is a service specifically set up for our patients to contact between 6.30pm and 8.00am and during the weekend and bank holidays so you need never be without professional advice.

You can get telephone advice, see a doctor at a surgery in Burgess Hill or be offered a home visit if clinically necessary. This service should be more efficient for patients than going to A&E. You will be able to talk to a health professional and make an appointment to see a GP if required. This will save you time and expense of visiting A&E and waiting for some hours to see a doctor.

The telephone number for this service is available on the answerphone if you telephone the practice outside normal practice hours on

01444 244294

Normal practice hours are Monday to Friday 8.30am to 1.00pm and 3.00pm to 6.00pm

GOING AWAY?



If you need travel injections and advice, please make an appointment 8 - 12 weeks before you go so that you are fully covered before your trip.

FREE NHS HEALTH CHECK

Conditions such as a stroke, high blood pressure, heart disease, kidney disease and diabetes are the number one cause of premature deaths in West Sussex. People are often unaware that they've developed a problem until it's too late. The NHS Health Check helps identify potential risks early. By having this check and following our advice you improve your chances of living a healthier life. Patients aged between 40 - 74 years who are registered at this practice and have no recent health problems will be invited for this confidential check up. It is held at our special Thursday evening clinic from 5.30pm to 7.30pm and includes:

- 30 minutes consultation
- Blood pressure check and finger prick cholesterol test
- Personalised advice about what simple checks you can take to stay healthy for the future

FREQUENTLY ASKED QUESTIONS

A patient wrote in, asking:

'Why do receptionists ask what my GP appointment is about when I feel it is between the GP and myself?'

Please be assured that the receptionist isn't being nosy! The Doctors have asked the receptionist team to request this information from patients so that they have some idea of what their patients are coming to see them about. It makes it easier for the GPs to have up to date information for their patients available and helps them plan their consultations.

All staff working at the practice are bound by strict rules of confidentiality and patients should not be concerned about revealing a reason.

However, if you really feel uncomfortable about stating this, the receptionist will not demand a response.