

Next PPG Meeting
9th September 7pm

MANOR
HOUSE

Surgery

Newsletter

July / August 2010

Patient Participation
Group
Glossop
&
Hadfield

Staffing News

Welcome to the following new staff:

Dr. Leonard Dumitru will be joining the practice as a GP partner on August 16th. Dr Dumitru is presently working in Central Manchester. He qualified as a doctor in 1994. He has further qualifications in obstetrics and gynaecology and family planning and will be contributing to minor surgery sessions at the practice in the future. Dr. Dumitru and his family plan to move to the Glossop area from Manchester.

Gemma Robinson joined the administration team as a Receptionist in July

Drs. Khalil Sonara and Shimas Salih are Further Years2 doctors beginning their second year of training post qualification. They will be with us from Aug. 4th until the end of November.

Dr. Sonara is based at hadfield and Dr. Salih at Glossop

5th year Students in their final year studying medicine. They begin their placements with us from the end of August. Each student spends 4 weeks in the practice.

Dr. Richard Fitton covering Dr. Gor's maternity leave until July 2011

Goodbye to:

Dr. Ali Rizvi who has been with us since December. He is moving on to work nearer his home in Chorlton.

Dr. Haider Ali, our Further Years2 Doctor, is leaving us to begin General Practice training in Liverpool.

Joan Hart who is retiring at the end of July. Joan has been responsible for the administration of our ultrasound, dermatology and echocardiography clinics. She has been with the practice for 7 years and before that worked with Dr. Parikh for many years.

Liz Williams one of our practice nurses has decided not to return to work with us after a year's adoption leave.

Congratulations to:

Dr Gor who had a baby boy on 25th July. 7lbs 3oz. Mum and baby doing well.

If you would like to make a difference to the services you receive from Manor House, why not come along to our next Patient Group meeting on Thursday September 9th at 7pm. Coffee and Biscuits provided.

The minutes of our last meeting in July are available from the surgery or on the surgery Website—information about prescription costs was requested. See page 3 of this Newsletter. Details about our PPG are on our website www.manorhousesurgery.co.uk

Improving our Services to our Patients

Update on The Manor House Improvement Plan. In this plan we have centred our attention on areas which we know are important to you. You mention these to us when you come for consultations. Some of you have given your views in the annual NHS Patient Survey.

We constantly try to improve our performance so we have set ourselves some targets which we hope to achieve over the next 6 months by surveying patients one week every month. Below you will see the first 3 months results.

We have set up small groups of staff to look at how to achieve these targets.

The Manor House Improvement Survey

Questions Asked	<u>Target (very)</u>	<u>Very</u>	<u>Fairly</u>
How easy do you find it to park at the surgery	90%		
May		15%	46%
June		35%	31%
July		24%	45%
How helpful are the receptionists	75%		
May		89%	11%
June		78%	23%
July		82%	16%
How easy is it getting through to reception on the phone	60%		
May		23%	54%
June		27%	50%
July		34%	56%
How easy is it to ring to obtain blood or X Ray results	75%		
May		48%	44%
June		43%	48%
July		30%	65%
If you need to be seen rapidly, how easy are you able to see one of the GPs or Nurse Practitioners within 48 hours	95%		
May		86%	6%
June		82%	12%
July		81%	10%
How easy is it to book a GP or Nurse Practitioner appointment in the future, more than 2 days ahead	95%		
May		72%	23%
June		73%	20%
July		75%	12%
Would you recommend Manor House Surgery to someone who has moved into the area	95%		
May		91%	4%
June		94%	2%
July		96%	1%

Difficulty getting to the surgery?

If you have difficulty accessing public transport, High Peak Community Transport have introduced a new service to help you access health appointments at the Hospital, GP surgery, Clinics (eg Glossop PCC), Optician.

You must be a resident of Derbyshire.

You must be unable to use existing public transport because of a mobility problem ; because public transport is limited or unavailable or because your transport needs are not met by existing transport timetables

There is a basic charge to you local doctor's surgery.

A mileage charge will apply to other destinations

Bookings must be made in advance by telephone

On the day bookings may be accommodated if possible

Patients are required to complete a registration form prior to travelling

For more information or to register:

Phone	01457 861635
Email	aCTive@glossopct.org.uk
Web browse	www.derbyshirect.co.uk

New Phone Numbers for the surgery

If you have a query about a referral your GP has made for you, you can now press 4 after having dialled the main surgery number. You will reach our referrals team who will be able to help you

If you are waiting for or have a query about a private report you have asked to be completed, you can press 5 after having dialled the main surgery number. You will reach our finance department who deal with the administration of insurance reports, occupational health reports, travel cancellation reports, blue badge forms, disability living allowance forms etc.

Are you a Carer?

In order to offer better services to our patients we are trying to identify those patients who are carers. We are able to put you in touch with organisations that can help you in your caring role.

Even if you already have help, we would be grateful if you could let us know if you are the main carer for a relative/friend.

Your Mobile Number/Email Address

You can register your mobile number or email address on our surgery website. This is confidential registration and can only be viewed and acted upon by practice staff. This information is added to your medical record. It is useful if we need to contact you.

For instance, at our Glossop site, appointment reminders are automatically sent to patient mobile numbers (you can let the surgery know if you do not want to be contacted in this way).

Email addresses are used to contact interested patients about newsletters, PPG meetings and other projects you may have expressed an interest in eg medical records access