

Ecclesfield GP news

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Updating our Computer System

Over the next few weeks the practice will be moving to a new computer system. The new system, we believe, will be of significant benefit to our practice population. The system will make it much easier to share and transfer records to other practices when patients join or leave our list. The system, known as Systole, will also allow our attached staff, District Nurses, Midwives, Health Visitors and Physiotherapists to name but a few, the opportunity to refer to relevant clinical information, usually from outside of the practice.

We will also be able us to further develop our on-line, appointment service (Unfortunately as a consequence, our existing online booking service will not be available in May) whilst also giving us the opportunity to initiate an online repeat prescription service. This, we know is a service a number of patients have been asking for sometime .

Please do bear with us whilst we implement this new system. Throughout May and June, some of our services may not be as normal whilst the migration of systems takes place. All our patient records are electronic so any system downtime creates significant problems for us. However, we will endeavour to continue to provide the best service possible during this period.

Patient Survey

The Government now link patient surveys into a significant amount of funding for the practice. In recent months the practice has worked hard with our Patient Group in order to try and raise the profile of the practice and this started with a full mail shot to all households last summer. We have seen a steady improvement in the results of our national survey over the past year. 85% of our population feel that, when urgent, they can get an appointment within two working days whilst 68% feel that they can appropriately book in advance, 82% of our population are either very or fairly satisfied with our opening hours, likewise 94% with the general care they receive.

The practice is always willing to respond to patient requests and we believe that we work hard to provide a good, improving service in well kept premises. Over the past year we have invested around £25k of practice funds into the refurbishment of rooms, decoration and general upkeep of both our premises. We have managed to do this despite the Government reducing our general practice income. We wish to continue with these developments but with an increasing level of funds attached to patient opinions, we would simply like to ask patients to respond to patient surveys in the most positive manner appropriate. Our patient Group will then endeavour to help ensure that any funds made available for patient materials and premise developments are attributed to areas where patients feel most strongly about.

Summary Care Records

Many of you will have received a letter informing you of the above programme. This is a national initiative, based on giving NHS colleagues appropriate access to your clinical record when required. Everyone (unless you fill in an opt out form at the practice) will have a Summary Care Record created. However, even though created, your records will not be accessed by anyone from outside of the practice without your consent. If you visit hospital, ideally, they will be able to access clinical information which will help with the management of your care but your consent will always be required. We have further information in the practice should this be required in addition to what you have received through the post from NHS Sheffield.

North Sheffield Practice Based Commissioning Consortium

Over the past year the practice has been part of the North Sheffield Consortium for Health, which is a group of 22 GP practices who have agreed to look at working closer for the benefit of patients in the North of the city. The group is developing and we are working jointly on a number of projects with NHS Sheffield. The NHS is not immune from the present economic climate and there is a need for better signposting of NHS services available to the public. Many additional in hours and out of hours services have been recently developed city-wide, without necessarily the required public awareness to go with them. Whilst most patients access NHS care appropriately, occasionally, patients can use the wrong services at the wrong time. This is very time consuming and expensive for the NHS and we are working hard to try and promote appropriate use of services to all. Please feel free to pick up one of our 'URGENT' leaflets when you are next in the practice or visit our practice website at www.ecclesfieldgp.co.uk for a comprehensive list of services available to patients.

“Ecclesfield Practice Patients' Group News”

Ecclesfield Practice Patient Group

The staff at the Practice have asked me to give fellow patients an update as to how the Patients' Group is progressing as we have been in existence now for a little over six months. As mentioned previously, the Group were involved in planning the improvements to the two surgery waiting areas, and I am pleased to see that most of the work has been successfully completed. The new notice boards at Mill Road should be in place by the time this newsletter is published. I am pleased that the Practice agreed to find a place in both waiting areas for us to set up a book sales area. Patients have really supported this facility and we have already been able to bank a considerable sum of money which will all be used for buying items and/or equipment which will directly benefit the practice patients.

We will shortly be asking the Practice doctors and nurses what equipment the Group could buy which they think would give the best benefit to patients and therefore a sincere 'Thank you' to all patients who have purchased books. The Group are now considering other ways of raising funds for the Practice. A raffle and car boot sale are a couple of events we are currently considering. Indeed, we would also welcome any patients who might want to join our Group. We usually meet at one of the surgeries once a month at 1 o'clock for a short meeting.

We would welcome any suggestions or comments, please be aware that forms are available to complete in reception (near the bookcase). However any complaints must be filled out on a separate complaints form and these will be dealt with separately, just ask at reception.

As a result from recent comments, *new information will now be available advising if any doctor is running late during surgery. The practice is very committed to listening to all patient views, so keep your suggestions coming in!!*

Let's hope the bad weather is finally behind us and we can look forward to a good summer, both temperature and health wise! If you have any suggestions as to fundraising and/or you are interested in joining the Group, please have a look at our Patient Group Board at each Surgery,

Best wishes, Dorothy Black, Vice-Chair.