



# Newsletter

March 2015

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## Friends and Family Test

Since December 2014 we have been asking patients to complete the Friends and Family Test (FFT) to rate their experience.

Since 1 December over 300 patients have responded:

Month	Score (% likely to recommend the practice to friends/family requiring similar treatment)
December	91%
January	88%
February	75%

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## What have we done in response to feedback

We sat down with our Patient Participation Group and looked at survey results, FFT comments and complaints information. We recognized we are doing many things well. However, no service is perfect, and sometimes we get it wrong.

<http://www.demontfortsurgery.co.uk/website/C82020/files/Patient%20feedback%20report%20Jan%202015.pdf>

We agreed three key areas to focus on improvements:

- 1. Pressure on appointments system
- 2. Doctors running late
- 3. Phone lines being busy at 8am when the practice opens

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## ONLINE APPOINTMENTS

*Online bookable GP  
appointments for GPs  
available*

*from 4pm each  
day for the  
following day*

*So if you want to be seen  
quickly and don't want to  
wait on the phone, get  
an online password  
from reception and  
log into Systm Online  
(from home page of  
surgery's website) to  
book an appointment the  
following day.*

*You can also book a GP  
appointment for 7 days in  
advance via our website.*

*Or you can download  
SYSTM ONLINE App  
from Apple Appstore or  
Googleplay store, for you  
smartphone.*

*Patients who use this tell  
us it's really convenient,  
so give it a try if you  
haven't done so yet.*

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## Pressure on appointments system

Our new business manager, Claire Deare, joined the practice team in June 2014, and she organized a brainstorming session with the whole practice team in September looking at the appointments system. We made some changes which took effect in November:

- Made 'Immediate Access appointments' bookable online from 4 pm the day before - previously these slots were opening at 8am and not being fully utilized with only 1% of GP appointments being booked online
- Increased number of Immediate Access appointments that were bookable online
- Structured all pre bookable appointments to release 1 week in advance
- Trained receptionists to ask an idea of the problem- with the aim of booking the patient in with the right clinician first time
- The aim of asking a little more information is also to ensure the right length of appointment is offered (where possible)

## Doctors running late

We did some analysis into the reasons doctors run late. Partly it is because medicine does not fit into neat 10 minute slots. We feel a wait of up to 30 minutes is not unreasonable, and the doctor will give patients the time they need rather than rush the consultation. However, there are a few key themes that we have observed.

Sometimes the doctor runs late because a patient comes with more than one problem in a 10 minute appointment. If you think you may need more than ten minutes with the doctor, please tell the receptionist and he/she will try to accommodate your needs.

The following consultations require more than a 10 minute slot:

- Ultrasound scanning (20 mins)
- Some sexual health appointments (e.g. contraceptive implants and coils need a 20 minute appointment)
- More complex mental health consultations

Our reception team try their best to keep patients informed. If the doctor is running more than 30 minutes late, please ask at the reception desk for an update.

## Phone lines being busy at 8 am when we open

We try our best to match our staffing patterns to the times when we are busiest. All available staff are dedicated to patient facing duties between 8 and 9 am.

Most of the calls we receive at the start of the day are requests to book an appointment. We have made a concerted effort to offer online access to as many patients as we can. Now over 20% of our patients have signed up the Systm Online system, or downloaded the app to their smartphone.



From 1 April patients will be able to request to see their summary information as well - i.e. allergies, medications and adverse reactions.

In the future we hope to further extend the range of information patients can see in their medical records. Unfortunately, at this time the clinical software system does not offer a very nuanced range of options between just viewing the summary information and detailed access to the entire record.

We are in discussions with the Patient Participation Group about how to take these options forward.

## Help us to help you

Please...

- Cancel a booked appointment if you can't make it (currently around 8% of our appointments are wasted through patients not attending)
- Book a double appointment if you have more than one problem
- Sign up for online access to book/cancel and amend your appointments and order your repeat medication
- Consider becoming a member of the Patient Participation Group if you want to influence how the surgery is managed and run - you can receive agendas and minutes via email, and provide your views to the business manager via email, if you are not able to attend meetings
- Complete the Friends and Family test and let us know your views - positive and negative!

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*8% of our appointments are wasted through the patient not attending – these appointments could have been used by someone else*

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### *Antibiotics*

*Many people believe antibiotics will make them get better more quickly if they have a cough, cold or sore throat.*

*The common cold is an unpleasant condition caused by a viral infection.*

*We do not prescribe antibiotics for common colds and other viral illnesses, in line with local prescribing guidelines, as antibiotics are effective only in treating BACTERIAL infections but do not treat VIRAL infections.*

*Many bacteria that cause life threatening conditions are developing resistance so that antibiotics have no effect.*

*Antibiotics are an increasingly precious resource – if we do not all commit to using them only when necessary and clinically indicated, soon there will be NO CURES for some infections.*

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## Common problems your pharmacist can help with

Every year, millions of us visit our GP with minor health problems that your local pharmacist could resolve.

Instead of booking and waiting for a GP appointment, you can visit your local pharmacist any time - just walk in.

All pharmacists can recognise many common health complaints. They can give advice or, where appropriate, medicines that will help clear up the problem.

If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP instead.

What's more, many pharmacies are open in the evenings and on the weekends.

If everybody went to a pharmacist with common health problems, more time would be freed up for our GPs. This might make it easier to get a convenient appointment with your GP next time you need one.

So, if you have a common health problem, a trip to your local pharmacy is an option.

Your pharmacist may be able to help with:

- skin conditions, such as mild acne and mild eczema
- coughs and colds, including nasal congestion and sore throat
- minor cuts and bruises
- constipation and haemorrhoids (piles)
- hay fever and allergies
- aches and pains, such as headaches, earache and back pain
- indigestion, diarrhoea and threadworms
- period pain and thrush
- warts and verrucas, mouth ulcers and cold sores
- athlete's foot
- nappy rash and teething