

DISHLEY GRANGE MEDICAL PRACTICE

NEWSLETTER

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Maxwell Drive, Loughborough



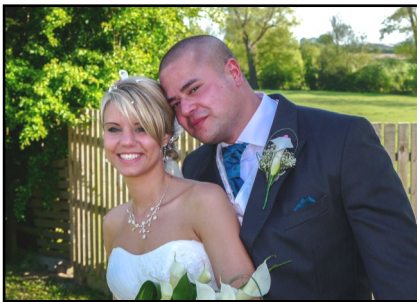
Cross Street, Hathern

www.dishleygrangemedicalpractice.co.uk

APPOINTMENT SPECIAL!

Following feedback from our patients, we decided to use this edition of the Practice Newsletter to offer you some general information regarding our appointment system, including details of the types of appointment available.

However, before we do that...



Congratulations!

...to our Senior Dispenser Hayley and her new husband Pete on their wedding day. Mr & Mrs Shaddock tied the knot at the beautiful Sketchley Grange Hotel in Hinckley, on 26/05/2013. May they share a long and happy life together!

DNA Figures

('Did Not Attend')

The table below show the combined number of GP & Nurse appointments that have not been attended so far this year

January	246
February	224
March	219
April	226

If you are unable to keep your appointment, please advise us as soon as possible so that another patient may benefit from the time

Getting the most out of your GP Appointment

Here is the next instalment of Dr Akhtar's 'Top 10 Tips' on getting the most out of your time with a GP. The final two tips will be available in our Autumn issue

- 7.) Remember to take responsibility for your own health. Your doctor can provide a good assessment and guide you to the solutions but it is up to you to implement any recommendations made. Avoid thinking that a prescription or a referral is the only solution for you. In fact, many problems disappear with time and your doctor might suggest you try an over-the-counter product to provide relief until then. An empowering question some patients ask is 'doctor, is there anything I can do to make this better?'. This often leads to a useful discussion.
- 8.) Think of a follow-up appointment as part of the treatment. Not everything can be dealt with in one ten-minute consultation for many problems. Your doctor may wish to see you again, either following some tests or treatment, or to explore a different aspect of the disease. It is regrettable that some patients don't return when asked to, and when they do choose to come back it is often because of a complication which could have been prevented had they returned on time.

If you feel unwell, day or night, you should call your usual surgery number. If the surgery is closed you will be put in touch with the Out of Hours Service. Alternatively you may call the Out of Hours Service directly, on 0845 045 0411

PLEASE NOTE: The launch of the new emergency (*but not life-threatening*) telephone number, 111, has been postponed in our area until further notice.

Types of Appointment

PRE-BOOKABLE	BOOK ON THE DAY	TELEPHONE	ONLINE BOOKINGS
<p>Who is this for? This type of appointment is ideal for patients who need to return for a follow up, need to fit their appointment around their work schedule or other commitments, or wish to discuss a non-urgent medical matter with a GP</p>	<p>Who is this for? Patients who have a sudden onset of symptoms and need to see a GP on the day <i>Please Note: this type of appointment is not appropriate for patients who have ran out of their repeat medications as this can be dealt with by reception</i></p>	<p>Who is this for? GP call backs are offered for patients with general queries regarding their on-going treatment/referrals etc. Patients that have been unable to book on the day will be offered a GP call back to determine the urgency of their complaint. The GP will give advice over the phone or arrange a suitable appointment</p>	<p>Who is this for? Any patients with internet access. If you would like an online account, please speak to the Receptionist or visit our Practice Website. If you have already signed up online, remember to bring your ID to the surgery so that we can fully activate your account</p>
<p>How/when can I book? A selection of appointments are available to pre-book for each GP, up to three weeks in advance</p>	<p>How/when can I book? Appointments become available when the phone lines open at 8:45am</p>	<p>How/when can I book? Please speak to the receptionist if you require a call back</p>	<p>How/when can I book? At your own convenience, from the comfort of your own home</p>
<p>Benefits: You can usually book with the GP of your choice at a time that suits you. Early mornings are also available on Saturdays and some weekdays</p>	<p>Benefits: Immediately necessary matters can be dealt with promptly, on the day</p>	<p>Benefits: For general queries you can usually speak to the GP of your choice (routine queries may not always be the same day)</p>	<p>Benefits: You can view all of the GP appointments that are available for our Receptionists to book</p>
<p>Disadvantages: Very rarely, unforeseen absences occur and pre-booked appointments have to be cancelled and re-arranged</p>	<p>Disadvantages: Some GPs may fill up sooner than others so your choice is more limited than pre-booking an appointment. Early appointments are rarely available as these are usually booked in advance</p>	<p>Disadvantages: Your call could be any time during the working day as 'same day' calls are made in between patients attending the surgery. Please give as many details as possible so the GPs can prioritise</p>	<p>Disadvantages: It is easy to book at the incorrect surgery, so you must be very careful about the appointment you choose</p>

Some of Your Questions Answered:

It's only 9:00 and I've been phoning since 8:45. Why are there no appointments left?

We have more than one phone line coming in to the surgery (4 at L'boro and 2 at Hathern) so although it seems like we have not been open for long, we have actually taken a high volume of calls during this time. On average it takes about 1 minute to book an appointment over the phone so if all 4 lines are being answered that could mean up to 60 appointments in 15 minutes

Why can't I see my preferred Doctor?

Not all of our GPs work full time therefore some have less appointments for us to offer. We will always fit you in with your preferred Doctor where we can, however you will appreciate that you may have a longer wait. All of our GPs can access your records so will be able to continue your care if your usual GP is not available/on leave etc.

Its 8:45, why can't I be seen until 10:30?

The earlier appointments are generally pre-booked as from experience it is much more difficult to fill these in the morning and they end up being wasted. We also offer early appointments on Saturdays and varying weekdays which are pre-bookable only

All of our newsletters are available to view on the practice website—www.dishleygrangemedicalpractice.co.uk