

Castle Donington Surgery Newsletter

www.castledoningtonsurgery.co.uk

Staff Changes

We have welcomed two new members to our reception team – Nicola in July and more recently Jenny.

Dr Jaspal Taggar, who originally started at the surgery as a Registrar and has been a salaried GP since 2012, will be leaving us in December. He will be missed by both patients and the surgery team and we would like to wish him all the best for the future.

Dr Suboohi Rahman will be working at the surgery as a locum GP on a regular basis.

Surgery Opening Times

Monday - Friday: 8.15am - 6.30pm

Weekend: closed

Early morning surgery times run from 7.00am - 8.00am Monday to Friday and are pre-bookable only. These appointments are intended for patients who find it difficult to attend during normal opening hours.

Upcoming Closures

Bank holidays – **closed all day**

- 25 December 2018 – Christmas Day
- 26 December 2018 – Boxing Day
- 1 January 2019 – New Year's Day

Early closing – **closed from 4pm**

- 24 December 2018 – Christmas Eve
- 31 December 2018 – New Year's Eve

Protected Learning Time – **closed from 1pm**

- 16 January 2019

Out of Hours Care

Options when we are closed

- Telephone NHS 111
- Attend a local urgent care centre:
Derby Urgent Care Centre

Entrance C, London Road Community Hospital DE1 2GD Tel: 01332 224700
open 8am – 8pm

Loughborough Urgent Care Centre
Hospital Way, Off Epinal Way, LE11 5JY
Tel: 01509 568800

DNA's (Did not attend)

Type of appt	No. of appts	Time lost
GP	415	4355
Nurse	394	4925
Blood test	97	505
HCA	30	220
Pharmacist	114	2380
Total	1050	206 hours

Between February and July 1,050 patients did not attend a booked appointment. This totals just over 206 hours of lost appointment time, which is an average of 175 appointments and 34 hours of clinical time per month.

We are able to send out text reminders for appointments. If you haven't previously consented to this and would like to receive these, please inform a member of the reception team ensuring we have your current mobile phone number.

If you can't attend an appointment we would be very grateful if you would phone the surgery to cancel it in order that we can offer it to someone else. For those patients who do let us know, thank you!

Flu

We are currently offering flu appointments to eligible patients up until the end of November. Please contact reception for an appointment.

Surgery extension

The extension to provide 2 new consulting rooms and additional administration space is almost complete. It has been fairly noisy and dusty at times so we would like to thank you for your patience and understanding over the last 6 months.

Appointment System Update

At the beginning of May 2018 we stopped the early morning ticket system and increased the number of practice staff answering the phones first thing in the mornings in an attempt to improve patient access. We are very pleased to announce that this has proven to be very successful with patients reporting that their calls are answered much quicker in the mornings. For those patients who haven't attended the surgery since before May, please be aware that you will need to telephone for an on the day appointment now rather than turn up and queue.

Suggestions/Ideas

- **Provide a children's activity table**
We are aware that this is required and have plans to purchase various items to keep children occupied when the surgery extension is finished.
- **Receptionists to inform all patients when a GP is called out**
The reception team do try to keep patients informed when GPs are called out or running late, but occasionally, due to the busy nature of reception, it can get overlooked. This will be fed back to the reception team.
- **Refreshments/water cooler in the waiting room**
We do not have a hot drinks machine in the waiting room both from a health and safety point of view and a cost/space issue. If you require a glass of water, please ask reception who will happily provide one.
- **Revised seating plan in waiting room – more chairs and use space by TV monitor**
We have limited space in the waiting room and due to patient confidentiality we do not put chairs too close to the reception desk.

- **Receptionists not to be curt with patients in front of other patients if they arrive late**
This will be fed back to the reception team.
- **Text patients when GP is running late to let them know to come later**
Whilst we understand the reasoning behind this, circumstances can change on a daily basis. Other GPs sometimes help out by seeing extra patients on their colleagues' list to help with this problem and if patients turned up later this couldn't happen. We would also ask patients to be mindful of the fact that an appointment is only 10 minutes long so if you have more than one problem please book a double appointment.
- **Provide comfortable chairs/cushions in the waiting room**
Due to infection control issues, this is not possible to implement.

PPG (Patient Participation Group)

This group meets bimonthly on the third Monday in the month. The next meeting takes place on 21 January 2019 at 6.30pm. If you are interested in joining this group or would like any further information please email the PPG at: castledonington.ppg@gmail.com

Macmillan Coffee Morning

On 28 September 2018 we held a Macmillan coffee morning which raised £714.39. Thank you to everyone who contributed to this event.