

King Edward Street Patient News

Dr G Gancz Practice

Patient Survey Report

At its last meeting the group considered the findings from our recent patient survey, and compared them to last year's results.

The general assessment was that the Practice is performing very well, with the majority of patients happy with the practice. It was quite striking that overall patients are very satisfied and (insofar as a trend can be observed from just two years' worth of data) there has been a small but clear improvement.

The area in which satisfaction levels were at their lowest was that of long waiting times post arrival at the surgery. This was also true the previous year. We felt that this, along with longer opening hours, would probably be identified as a concern for most practices.

It is not an easy problem to solve, since the main cause behind doctors running late is the extra time spent with previous patients. Most people recognise that although they may be occasionally required to wait longer than expected before being seen, at other times they will benefit from the doctor being prepared to spend longer with them when they need it.

Pleasingly, patient satisfaction levels remain very high

It was suggested that raising awareness of the ability for patients to discuss things with a GP over the phone would be a welcome option in addition to, but not instead of, the ability to have a face-to-face surgery consultation. It was



felt that at times if patients knew they could speak to the doctor over the phone it could prevent the need for some appointments. However, the strong consensus was that this should not become 'a test to be seen' (as it is now in some local surgeries).

No new actions were felt to have arisen from the survey but the group requested that the lengthy waiting times experienced by some patients be discussed at the next Practice Meeting to see what response the GPs had. Any ideas for improvement will be brought back to the Patient Group.

May 2013

Volume 1, Issue

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Special points of interest:

- We hope soon to be offering an electronic prescription service, so that medicines can be collected directly from the chemist without the need to first collect a paper prescription.

New 111 number



The new number for the future of non-emergency health services is now here .

A new three-digit number 111 that will make it easier for patients to access local NHS healthcare services is now live in Oxfordshire. NHS 111 is available 24 hours a day, 365 days a year. Calls from landlines and mobiles will be free.

The new service is part of a national programme to make it easier for the public to access urgent health services.

NHS 111 will get you through to a team of fully trained call advisers, who are supported by experienced nurses. They will ask you questions to assess your symptoms, and give you the health-care advice you need or direct you to the right local service.

The NHS 111 team will, where possible, book you an appointment or transfer you directly to the people you need to speak to. If they think you need an ambulance, they will send one immediately – just as if you had originally dialled 999.

You should call 111 if:

- You need medical help fast, but it is not a 999 emergency
- You think you need to go to accident and emergency or another NHS urgent service
- You do not know who to call for medical help or you do not have a GP to call
- You require health information or reassurance about what to do next

For less urgent health needs, you should still contact your GP in the usual way.

Questions about the new 111 service can be emailed to: NHS.111@oxnet.nhs.uk

For more information please visit the NHS Choices website at www.nhs.uk/111

Welcome to Lilian

Lilian has recently joined Penny, Sue, and Jayne as part of our excellent administrative team.

She will meet many of you over the coming weeks and months as she will be working on reception on Tuesday mornings.



Lilian is our new Medical Secretary and Receptionist

The rest of the time Lilian will be working as our Medical Secretary, dealing with a variety of clinical correspondence and sending referral letters.

Bowel Cancer screening

People from the age of 60 are sent invitations to undertake a screen for bowel cancer. This is part of a national NHS programme to try to reduce deaths from bowel cancer. The test is quite simple but it does involve collecting a sample of your stool and we know this puts a number of people off.

Currently in King Edward St only 50% of people that have been invited have actually done the test. This is a drop from the previous year and in some other areas of Oxfordshire the uptake is now closer to 75%.

The Patient Group has agreed to undertake a research project to try and get to the bottom (no pun intended!) of why our uptake rate is so low.

We hope to identify some ways to increase the take up rate, as a result.



www.cancerscreening.nhs.uk/bowel/

We are also hoping that those of you who have had an invitation but have not done the test will now reconsider and perhaps even change your mind.

Why is this test so important? Bowel cancer is a difficult cancer to detect and, although at the early

stages the treatment is very effective, overall around 50% of people with bowel cancer die from this disease. In people who do the bowel cancer screening test, there is significant reduction in the number of people dying from bowel cancer.

If you change your mind as a result of reading this and have already had an invitation, it is not too late to participate. Please ring **0800 707 60 60** and ask them to send you another kit.

The first step in the research is for the patient group to contact everyone who has chosen not to return their test. If you get one of these letters please spare the time to respond.

Farewell to Di

Sadly, one of our longest serving receptionists - Di - has finally decided to 'hang up her boots' and retire. After 15 years of service with us she will be very much missed—by both patients and colleagues alike.

Di has said that she enjoyed working here a

great deal and she found it a difficult decision to make—but all

“It is the contact with patients that I shall miss most”

good things must come to an end, and she felt the time was right to go.

Di said, “Although I will miss the patients enormously, I am really looking forward to retirement, and being able to spend more time with my friends and family.”

On behalf of everyone at King Edward Street we wish her well.

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We're on the web!
www.kingedwardstreet.surgery.co.uk/ppg.htm

The King Edward St Patient Participation Group works to improve communication between the Practice and its patients, to ensure the services on offer truly meet the needs of all patients.

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and its patients.

For further information about the group, please contact Marianne or the Practice Manager

Are you at risk of being taken off our patient list?

Each year hundreds of patients move house, get a new phone or change their email address ...and forget to tell us.

Not keeping your contact details up to date can put you at risk. Not only might you miss important letters, such as those inviting you to screening programmes, but it also puts you at risk of being removed from our patient list.

The Thames Valley Primary Care Agency (that oversees all GP practices in the region) periodically writes to patients to verify their details. If they receive no response, or if the letter is returned to them marked "addressee unknown", then they instruct us to remove the patient from our list.



Moving house, or just changing your phone number—don't forget to let us know!

Help us to make sure we can reach you when we need to by always remembering to inform us if any of your contact details change.

Let us know if you:

- Get a new mobile number
- Change your email address
- Move out of college
- Move house