

King Edward Street Patient News

Dr G Gancz Practice

Are you a Carer?



Often, carers see themselves as someone who's simply looking after a loved one or friend. But if the person you care for couldn't cope without you and you don't get paid then you are a 'carer' and you are eligible to support.

Carers Oxfordshire is a free service for adult carers caring for adults. Here are some of the reasons to contact them;

- ◆ Free Quarterly Newsletter; 'Care Matters' full of useful information, news and articles specific to carers.
- ◆ Emergency Carers Support Service; free emergency care for the person you look after in the event you are unable to because you, the carer, have had an emergency.
- ◆ Free Carers Discount scheme, sponsored by Oxfordshire County Council - save on high street brands, holidays, supermarkets, local shops and more.
- ◆ Information and advice; one to one support from specialist carers outreach workers.
- ◆ Information about benefits and grants that you could be entitled to.
- ◆ Information about carers grants to help you have a break.
- ◆ Support Groups where you can meet other carers and share experiences.
- ◆ Training opportunities in manual handling, first aid and to give you 'Confidence 2 Care'.

If you would like to register with Carers Oxfordshire and have access to this information, advice and support service please

call 0845 050 7666,

email carersoxfordshire@oxfordshire.gov.uk

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Special points of interest:

- You can now book your own appointments online
- And order repeat prescriptions
- See page 2 for more details

Patient Survey Report gives glowing results

At its last meeting the group considered the findings from our recent patient survey, and found a further improvement when compared to last year's results.

The results can only really be described as "glowing" and suggest that overall patients are very satisfied with the care provided by the GPs.

Many respondents praised the doctors for their friendly, professional and caring

qualities. Patients felt they were listened too and that doctors explained things to them properly. They are felt suitably involved in decisions about their care.

As in previous years the area in which satisfaction levels were at their lowest was that of long waiting times post arrival at the surgery. However, the number of people complaining of this has fallen, which is a good sign.

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.



Online services – booking appointments and ordering repeat prescriptions

This year we have launched our new online service. This means that patients can now book their own appointment. Patients can also order repeat prescriptions, without the need to phone or visit the practice.

What's more these online service are available 24 hours a day, 7 days a week. We think this is a great step forward, and we expect

"It's great—being able to book whenever it suits me, instead of waiting to get through on the telephone"

many patients will really appreciate the greater convenience of not having to wait to get through on the phone.

www.myvisiononline.co.uk

Using the service couldn't be simpler. All you need to do is contact the practice to Register, making sure that you provide an up to date email address.

We will then send you a letter containing an ID number and special password that you'll need to activate your account. The whole thing takes just a couple of minutes to set up.

Retirements

Sadly two long standing members of the Practice will be stepping down this year to spend more time with their grandchildren

Dr Gancz will no longer be doing regular surgeries once a replacement can be found—although he has promised to help us cover odd days whenever we need a locum.

After 40 years in the practice he leaves extremely

big shoes to fill and he will be very much missed by all the staff as well as the patients.



A party will be held in September for all those wishing to say goodbye in person.

Penny—our longest standing receptionist is also departing after the best part of 20 years service. She too will be missed by all of us but we would like to wish her well as she embarks on the next phase of her life – in Australia!

I'm am sure she is looking forward to the sunny days ahead.



Don't forget the new 111 number

For less urgent health needs, you should still contact your GP in the usual way. But when we are closed or you think you need urgent care then dial 111.



Welcome to Lesley

Lesley joined the practice many months ago but this is our first opportunity to formally welcome her on behalf of the patient group.



Many of you will have already met her, as she has been beaver-ing away on reception on Monday mornings and Tuesday and Thursday afternoons.

Lesley joins us with a great deal of experience from previous posts in both secondary and primary care.

She enjoys working in King Edward Street surgery, not just because of the great patients and staff but because of its close proximity to the city centre and it's great shops!

We hope Lesley will be with us for many years to come.

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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

Bowel Cancer screening

The Patient Group is undertaking a research project to try and discover what's behind our low uptake rate for bowel cancer screening.

We would like to thank everyone who has returned one of our questionnaires for taking the time to do so.

We are now analysing the results and will discuss our findings at our next meeting. We hope to have some figures to report in the next issue of our newsletter.

Bowel cancer is a difficult cancer to detect,



www.cancerscreening

although at the early stages the treatment is very

effective and so it is a really important condition to detect.

We hope we can identify some simple changes that will improve uptake rates.

Screening is offered every two years to patients aged 60 to 69.

If you are aged over 70 and would like to be screened, please ring **0800 707 60 60** and ask them to send you a screening kit.

www.cancerscreening.nhs.uk/bowel/index.html
