

King Edward Street Patient News

King Edward Street Medical Practice

Improvements to online services **April 2016**

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Online access offers greater convenience, choice and control in how you use our services. Previously you could only book & cancel appointments and order your repeat prescriptions online. Well now you can also **view your medical record**.

By making these changes to our patient online system we hope to allow you to be better informed and more involved in your own care and treatment.

By accessing your record you will now be able to see information about illnesses, any immunisations and test results. It is accessible at any time, and will be up to date and more secure than printed paper records.

This has multiple benefits for patients. For example, there can be a lot of information given in an appointment which you may not remember therefore you can now look at your online record after an appointment to make sure you understood what was discussed.

The new address for
online services

www.patient-services.co.uk

It has also been found that being able to look at test results online has allowed people with long term conditions to make positive changes to improve their health.

There is also the ability to check your vaccinations whenever you like, so before going on holiday you can now check these from home without having to call the surgery.

Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted into hospital.



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Special point of interest:

- Don't forget!
We are closed on Monday 2nd and Monday 30th May.

If you are not already registered to online services with the practice and would like to be, please visit the surgery reception. In order to protect your records, you must bring one of each of the following:

- Photo ID (e.g, passport, driving licence etc.)
- Proof of address (e.g. bank statement, council tax statement etc.)

Patient Survey Results

The results of our patient survey have been examined and discussed by the PPG. In general the results were overwhelmingly positive and on a scale of 1-10, 91% of patients rated their satisfaction of the practice 8 or above.

This year, satisfaction with our opening hours has improved. Perhaps because of the early GP appointments now available from 7am on Mondays and Thursdays. We also found you were more satisfied with getting same day urgent access to GPs than in previous years.

The results have been remarkably consistent over time. As in previous years, the greatest area of dissatisfaction is the waiting time

between arrival and consultation. The main cause for GPs running late is the extra time spent with previous patients. Unfortunately, this is common in many GP practices and a difficult problem to solve. However, most people understand that although they may sometimes have to wait longer than expected, at other times they appreciate that the doctor is prepared to spend more time with them when they need it.

Several ways to combat this issue have been discussed by the PPG and action will be taken to help reduce waiting time before being seen. Extra time has been added to GPs daily schedules to allow



them a chance to catch up when needed and two of the GPs who work less frequently have been given longer 15 minutes appointment slots, as opposed to 10 minutes.

The GPs are aware this is an area of concern and have discussed ways to improve time-keeping at practice meetings. Hopefully this will be an area in which we can report an improvement in patient satisfaction in the next survey.



Long waiting times? How you can help!



Remember when booking appointments consider some of the following:

- ◆ 20 minute appointments are available, if you think you will need more time in your consultation
- ◆ An appointment is for one person only, if more than one member of your family needs to be seen please book separate appointments
- ◆ Consider if it is something that you could discuss with the GP over the phone



Welcome to our new Patient Group Chair

We are pleased to announce the new chair of the patient participation group, **Jack Mahoney**.

Jack has been a patient of the King Edward Street practice for the past two years since he came to Oxford.

He is an Emeritus Professor of the University of London, where he taught for about thirty years, and is now an Honorary Fellow of Campion Hall, one of Oxford University's Permanent Private Halls. In retirement he continues to enjoy research and writing.

We're ranked 3rd 'Best' practice in Oxford

Oxford Mail reveal the 'best and worst' surgeries from the results of a national survey comparing the county's GP services as rated by patients for waiting times, appointments and quality.

Across the county's 79 GP practices, 85 per cent of patients reported an overall experience of good, compared to only five per cent claiming their experience was poor. Three quarters of the surgeries, 60 out of 79, were rated above the national average of 85 per cent.

We were considered one of the 'best' practices in Oxfordshire and are ranked 14th out of 79 in the county and 3rd out of 27 in the city of Oxford, with an overall satisfaction of 96%.

BIGGER ISN'T ALWAYS BETTER

Interestingly, the survey suggests smaller surgeries may have higher patient satisfaction rates than larger ones, with 80% of the top 15 being surgeries that are smaller than the national average, whilst 73% of the lowest ranking 15 were bigger than the national average size - many with double the number of patients.



Marathon Man

Our very own Dr Andrew Wilkinson will be running the London Marathon on the 24th of April in aid of Macmillan Cancer Support. Macmillan is a charity that directly helps cancer sufferers, their family and friends. They reach millions every year and provide practical, medical and emotional support for those affected by cancer.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

'I am running the London Marathon for Macmillan Cancer Support in Memory of my father and sister, and my patients and their families and friends'

Andrew has personal, as well as professional experience, of cancer care and is running the marathon in memory of his father, Dr Richard Wilkinson, and sister, Revd. Canon Julia Wilkinson, who both died of cancer.



The London Marathon 2016 will be his fifth marathon and has run it before alongside his wife, Anne, before she developed cancer in 1997.

Andrew has already surpassed his original sponsorship target of £2000, and is now aiming to raise £5000. If you would like to donate please visit his fundraising page using the link below.

www.virginmoneygiving.com/dr.andrew.wilkinson

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We're on the web!

[www.kingedwardstreet.](http://www.kingedwardstreet.nhs.uk/ppg.aspx)

nhs.uk/ppg.aspx

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 its Chair, Jack Mahoney (or the Practice Manager)

A Note on Named GP

We are aware that the introduction of named GPs has caused some confusion; we hope this note clarifies things and clears up any concerns you may have had.

We are now obliged to inform all new patients registering with King Edward Street Medical Practice of your *allocated named accountable GP* (or 'named GP' for short), as part of the new contract that GP practices have with NHS England.

This is purely an administrative procedure. Patients at our practice are registered with the practice as a whole and not assigned to a particular GP. Having a named GP does *not* place any obligation or restriction on you. We have an open policy here for patients; you may make an appointment to see whichever GP you wish.



The government's rationale behind allocating a named GP to all patients was to ensure that everyone has a named individual with overall responsibility for the care and support that your surgery provides to you. It was probably introduced with much larger surgeries in mind (which may employ as many as ten or twenty doctors).

In our practice, Dr Drury is the named GP for all patients whose surname begins with the letters 'A' to 'L'. Dr Kirkaldy is the named GP for all patients whose surname begins with the letters 'M' to 'Z'.