



Spring 2017

## WANSFORD AND KINGS CLIFFE NEWSLETTER



### Wansford and Kings Cliffe Practice to remain independent

After almost a year of due diligence we are excited to report that the practice at Wansford and Kings Cliffe will not be merging with the Lakeside Super Practice

See overleaf for responses to the various suggestions placed in our suggestion box.

Despite the government agenda of extended Primary Care requiring access to normal 'Primary Care' at evenings and at weekends, we at Wansford and Kings Cliffe have concluded, in consultation with our Patient Participation Group, that the benefits of maintaining continuity of care - the central value of being able to access a doctor you know and trust - is the most important consideration. We have concluded that the services required to provide care in inner city Corby are not the same as those required in rural Wansford and Kings Cliffe.

We already provide same day access to appointments if clinically required - requests received and sorted by our emergency care practitioners and allocated according to assessed need. We will extend evening and weekend availability by aligning ourselves with the Greater Peterborough Network where our patients will be able to access a doctor (at another practice) from 6.30-8pm in the evenings and 9am-5pm at the weekends when Wansford surgery is closed (from 1st April 2017). Patients may see a doctor from Wansford Surgery or another doctor from the Peterborough Network. Furthermore we will continue to provide a Saturday morning surgery at Wansford for Emergencies and patients who are unable to be seen during normal working hours because of work commitments.

### VOLUNTEER TRANSPORT UPDATE

Following the cessation of our own voluntary transport scheme, we are delighted to report that the Oundle Volunteer Action Group have been providing a limited service to our patients over the past couple of months. A representative from OVA will be speaking at the meeting – detailing how their service operates and hopefully promoting interest from additional new drivers in our area. OVA provide a high level of support to their volunteers, both administratively and financial, and there is good flexibility in their working arrangements. If you want more information about the service on offer or you feel you could commit just a few voluntary driving hours a month why not come along to our next PPG meeting on 8th March at 1pm and hear what they have to say – no obligation at all!

Lakeside are developing interesting new models of care and we will continue to work collaboratively with them. We will also continue to work with Lakeside practices in medical research projects such as new treatments for psoriasis and COPD.

The surgery works alongside a dental practice and a pharmacy. We have exciting plans for expansion.

### A months' statistics Jan 17

#### LATE NIGHT

#### APPOINTMENTS

We belong to a 'HUB' of local practices that are offering appointments after 6pm on weekdays. A receptionist may offer you one of these if we cannot accommodate you ourselves.

#### PATIENTS WHO FAIL TO TURN UP FOR THEIR APPOINTMENTS.

On average 80 patients per month fail to attend their GP appointment at this practice. This costs the NHS an estimated £44,160 per year. If you cannot attend please inform us. We can always re-fill appointments!

Number of appointments booked 4486

Number of patients who did not attend their booked appointments 71

Incoming telephone calls answered 6707

Number of results received (e.g. blood tests etc.) 2345

## SUGGESTION BOX RESPONSES

**Suggestion:** Toys/children's books

**Response:** There is now a selection of children's books in the waiting room. Unfortunately we are not able to provide toys as these are considered a hygiene risk.

**Suggestion:** Car Park white lines for spaces very hard to see

**Response:** White lines renewed

**Suggestion:** Why not have a coffee morning?

**Response:** The Patient Participation Group hold regular coffee mornings. Contact Claire Wagstaff for details, telephone 01780 470437 or email her at [superfoguk@aol.com](mailto:superfoguk@aol.com)

**Suggestion:** Has the possibility of a mirror on the opposite side of the entrance been considered?

**Response:** There used to be one – Highways removed it for safety purposes. The view is good since the hedges have been trimmed back.

**Suggestion:** Keep to appointment times or make appointments longer

**Response:** Unfortunately if we made the appointment times longer there would be fewer appointments on offer. Our doctors do try and keep to their 10 minute slots but occasionally there are unavoidable delays and emergencies to be dealt with. We do ask that patients present with one problem in one appointment.

**Suggestion:** More high/upright chairs for the elderly and bad back patients

**Response:** More chairs with arms purchased

**Suggestion1 :** Give everyone a sharp knife or blade so we can slash our wrists after listening to this music

**Suggestion 2:** I'm afraid I'm not enjoying the classical radio. It gives the feeling of an undertaker where it's possibly intended to bring an element of class? Radio 2 is a much better 'all rounder' please

**Response:** Radio station changed from Classic FM to Radio 2. Unfortunately patients' also complained about Radio 2. It is necessary to have *some* background noise to mask conversation at reception to protect confidentiality.

**Suggestion:** Having a visiting retina screening unit for diabetics may be helpful.

**Response:** This is not possible as resources do not allow

**Suggestion:** Water dispenser/coffee machine

**Response:** It would not be safe to have boiling liquids being carried into the waiting room. We have investigated the cost of a water dispenser but it is quite costly so we have no plans at present to install one. If you would like water please ask a receptionist.

**Suggestion:** Can we have some less posh magazines?

**Response:** Magazines are donated to us. Some are too old (or too niche) so are discarded.

**Suggestion:** Staff should leave the patient car-park free for patient parking.

**Response:** Staff only use the patient car-park in exceptional circumstances. We have two staff car-parks but they do get full (sometimes with patients!) and they have to park somewhere.

**Suggestion:** A request for daily 'open surgery'

**Response:** We run a triage service for patients who need to be seen on the day (i.e. patients who cannot wait until the next routine appointment).

Patients who need to be seen urgently are placed on a call-back list and will receive a phone call from either the duty doctor or one of our emergency care practitioners. They will then allocate an appointment that day if the problem cannot be dealt with over the phone. These appointments are for acute illnesses such as chest/ear/throat infections, chest pain etc. Patients should bear in mind that we are not an emergency service and any life threatening symptoms should be referred to 999. Patients who walk into the surgery will not be prioritised and will also be placed on the call back list.

**Comment:** I have been attending the surgery since 2013 and have received the best of care of my many visits to clinics. The staff from reception to doctors are marvellous and helpful and very professional. Long may I continue to be a very grateful patient.

**Response:** It is always very nice to have positive feedback. It is appreciated by all the staff and doctors. Reviews about our service can be left via the NHS choices website ([www.nhs.uk](http://www.nhs.uk)) and searching 'Wansford Surgery'.