



# Upton Surgery 2013 Patient Questionnaire Feedback

## Introduction

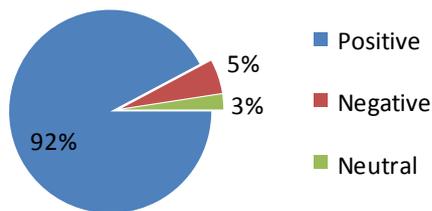
We have received some very positive feedback and comments from our 2013 Patient Survey. We received over 400 comments in response to the main additional questions and this has provided us with some useful information and some fantastic messages of appreciation from you all.

In the limited space of this Newsletter we aim to display some of this feedback as well as provide information that should be of use. There were also over 75 suggestions proposed amongst your comments which will be reviewed in future Newsletters.

If you have any queries regarding this newsletter, please do not hesitate to contact us.

## Feedback comments overview

Comments in response to -  
How likely are you to recommend  
Upton Surgery?

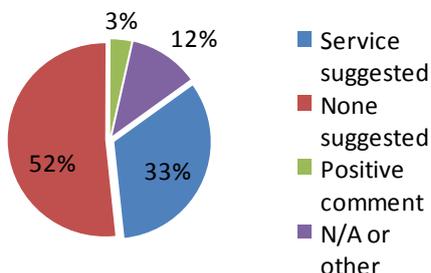


We had 205 responses to this question and as you can see by the chart 189 (92%) were positive comments.

### You said...

*'You provide excellent service, and I feel, really try to accommodate people's needs. Well done!'*  
*'Courtesy and helpfulness by all members of surgery'*  
*'Having been with this practice for 40 years we have nothing but praise for the whole team from 1973 till now'*  
*'Best surgery in Worcestershire'*

Comments in response to -  
Is there any service you would like  
us to provide locally if possible?

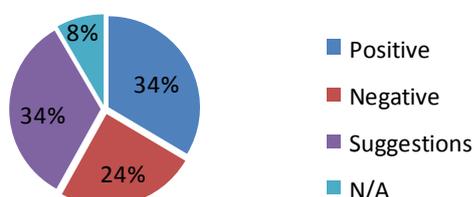


We had nearly 100 responses for this question and over half had no suggestions or commented that we already provide so many services.

### You said...

*'For a small town, you already provide a wide variety of services'*  
*'I think the surgery provide an amazing range of services'*  
*'Cant think of anything as far as I'm concerned you cover all that is needed'*

Comments in response to -  
Please tell us 1 thing that  
could make our service better



We had over 140 responses for this question with over two thirds represented by positive comments or suggestions.

### You said...

*'I can't think of one. It would be difficult to improve your service'*  
*'I am totally satisfied with all aspects of the surgery'*  
*'Not sure I can think of anything!'*

## Services we provide or that are available locally.

**Did you know?....** that we already provide the following services that we were asked about from your feedback comments.

- Health checks are available (please see our leaflets in reception or contact us on 01684 595043 for information on eligibility)
- A wide range of Nurse clinics including specialist services
- Our Dispensary on site is open Mon-Fri from 08:30—18:30 for those we are allowed to dispense to. A dedicated repeat prescriptions phone service is available Mon-Fri 08:30-10:30 on (01684) 592840
- Chiropractor, Podiatry, Audiology and Diabetic eye screening services are all based on site—(details available at reception)
- Admiral Nurses are available (Support to families affected by dementia )

Unfortunately some services we are unable to provide for the following reasons.

- Weight clinics have had their funding withdrawn so sadly we cannot currently provide these.
- Radiology and many other scanning services would simply not be feasible to have on site here, however we are investigating whether an Ultrasound service might be attainable in the future and will keep you posted of any developments.

## Understanding how our appointment system & clinical team operate

- **Appointment bookings** - can of course be obtained by ringing the surgery, however did you know that for internet users you can have online access to book appointments (please contact us if you would like to register for this service)
- **Triage** - is a system we employ between 08:00—9:00AM each morning to ensure that emergency appointments and enquiries are dealt with correctly. We have up to 3 Doctors and Nurses responding promptly to these phone calls (usually within 15 minutes of your initial contact) and who then assess the medical needs and recommend the appropriate course of action.
- **Practice Nurses** - are available 08:30—17:30 usually by appointment however with our triage system in place this might be on the day if required. Practice Nurses offer a diverse variety of care and treatments and are supported by Health Care Assistants for ECG, dietary advice and smoking cessation amongst other services.
  - \* Practice Nurse **Amelia Lamb**, is now a Nurse Prescriber which will enable her to be involved more actively with patients who have acute / minor problems and prescribe appropriately
- **Ben Kent (Dispensary Manager)** - **Is also undertaking the prescribing course for Pharmacists and will support the** Blood Pressure monitoring clinics.
- **Role of the GP** - We encourage you to make appointments with your 'usual GP' however, due to ever increasing demands on healthcare, it is not always possible for you to get an appointment within a suitable timeframe, therefore we recommend that you consider more than 1 'regular' GP as a backup for such eventualities. Just to give you an idea of some figures of what a typical day / week looks like for a GP:
  - \* Need to look at / read circa 1000 clinical documents / pieces of paper a week.
  - \* Sign an average of 80 prescriptions a day.
  - \* Receives over 20 pages of reading in emails a day
  - \* Makes approx 4 referrals to consultants a day
  - \* Look at / deal with 25 sets of clinical results daily
  - \* Sees around 120 patients a week, plus urgent regular home visits to those in need.
  - \* When on call can have 50 patient contacts in a morning
  - \* Undertakes 1 visit a week to the rest/care homes that 225 of our patients reside in.
- **Circle of communication** - All of our staff communicate on a daily basis keeping everybody informed and appraised of our patients. We have robust systems in place that alert associated teams and staff of what is happening with a patients care and all staff on site have access to the same clinical system meaning that care records for our patients are managed efficiently and effectively .