

**DOVERCOURT SURGERY  
PATIENT NEWSLETTER  
FEB 2007**

Dear Patient

We always endeavour to provide an accessible and flexible service for our patients and value the feedback you give on what we can offer. During December we have carried out a patient survey around the service we provide, the appointment system and access to the surgery. We have included some of the results below that reflect your views.

**How do you rate the hours that the practice is open for appointments?**

Poor 1%      Fair 10%      Good 32%      Very Good 33%      Excellent 24%

**What additional hours would you like the practice to be open?**

Early morning 8%      Lunchtimes 7%      Evenings 18%

Weekends 26%      None, satisfied 47%

**How quickly do you get to see a doctor?**

Same day 61%      Next day 9%      Within 2 days 8%      Within 3 days 4%

Within 4 Days 3%      Within 5 days 10%      Does not apply 2%

How often

**If you need to see a GP urgently can you be seen on the same day?**

Yes 64%      No 10%      Don't know/ never needed to 26%

**Ability to get through to the practice on the phone?**

Very poor 1%      Poor 8%      Fair 15%      Good 34%      Very good 20%

Excellent 20%      Don't know 2%

**Ability to speak to doctor on the phone**

Very Poor 1%      Poor 3%      Fair 9%      Good 18%      Very good 21%

Excellent 24%      Don't know 25%

From the survey and comments it is clear that you are happy with the overall systems we have in place for talking to and seeing the doctors and nurses. During this year we have introduced more bookable appointments and have opened both telephone lines for longer.

Patients have made very positive comments about the Practice, for example,

“Everyone is always very friendly and helpful. I feel the surgery is really beneficial for all involved.”

“You are not a number and everyone looks after you the best they can.”

“I like the appointments system and being able to see a doctor the same day if I turn up in the morning. This gives me a good sense of security.”

Suggestions around areas that can be approved upon include:

- Poor parking facilities
- The amount of time you have to wait and see a specific doctor
- Overcrowding in the building for both staff and patients
- Extended opening times, evenings and weekends

The Practice is hoping to move to new premises within the next year, with ample parking and a much bigger building which will make it much more accessible and comfortable for both patients and staff. Plans for the new site are in the foyer for you to view.

The Practice is currently reviewing the appointment system and is aware that sometimes there are difficulties in obtaining appointments with a specific doctor. We will let you know of any changes when they are made.

### **FARWEWELL MESSAGE FROM DR LANKSHEAR**

It's with great sadness that I need to let the many people who I've met at Dovercourt know that I'm going to be leaving the Practice in March this year. I'm going to New Zealand with my partner and our young son Joe and will join a team of GP's in quite a rural area of the North Island.

It's been a great privilege to work at Dovercourt and I will miss it greatly. Everyone works hard and the relationships between staff, patients and the many carers are the best you could hope for. I've been lucky to work in a place where people work so well together to provide such genuine and high quality care.

With the new building nearly in sight now I feel sure the team at Dovercourt will go from strength to strength. I wish them and you all well, and leave knowing you'll be in good hands. As we leap into the unknown I hope you'll wish us luck.

**ALL STAFF WISH DR LANKSHEAR AND HIS FAMILY ALL THE BEST IN THE FUTURE**

## ELECTRONIC PATIENT RECORDS

The Government wishes to automatically transfer the electronic medical records of patients onto a National computer programme for NHS staff to access throughout the country. This is to provide easier access to patient information when needed, regardless of which part of the NHS patients enter.

There has been a lot of anxiety about how secure and confidential the systems are and many people are very uneasy about having all their medical records on the central national computer.

If you feel you prefer not to have your records transferred at the moment you can obtain a copy of the attached letter to complete and sign and we will respect your wish to withdraw your medical details.. This will in no way effect your treatment at the Practice or within the NHS.

It may be that at a later date you will feel happy that safeguards are in place to make sure your details are safe, in which case you will be free to change your mind.

This is a copy of the letter:-

*Dear Dr .....*

*As you are probably aware, the Government is intending to ask you to transfer the electronic medical records of your patients onto a national database called the "spine". They intend you to do this without first seeking the consent of your patients. It is BMA policy that patients should give their individual consent prior to their information being transferred on to the national database.*

*There are substantial concerns about the privacy and confidentiality of information transferred onto the national database, not least because promised software security safeguards called "sealed envelopes" will not be in place and because the patient's instructions with regard to who may access the records can be overridden. I do not believe that such a large database, with so many staff users, can be regarded as secure.*

*I would be grateful if you would ensure that none of my records held by you are entered onto the national system. Would you please also file or scan a copy of this letter in my records and also record my dissent by entering the "Read code" - **'93C3. - Refused consent for upload to national shared electronic record.'** into my computer record. I am aware of the implications of this request and will notify you should I change my mind.*

*This request is itself confidential. Please do not divulge my decision, in an identifiable manner, to anyone other than to clinicians who are providing care to me and who might otherwise place information about me on the national care records service.*

*Yours sincerely*

Please ask one of the GPs, A Receptionist or Nurse at the Practice if you would require a copy of the letter or if you need help in filling it in. All you have to do is address it to one of the Doctors at the Practice and sign it. Each member of the family needs a separate letter filling in.

### **GP PAY**

There has been a lot of publicity in recent weeks about the alleged huge salaries GPs are earning. We would like to point out that this is certainly not the case in this and many neighbouring practices.

Any extra profit is put back into employing staff and providing services for patients.

### **NEW STAFF**

During the last couple of months there have been some new staff members join the Practice. We are pleased to welcome 2 new Receptionists, Pat and Margaret. Look out for them on reception.

### **PATIENT REPRESENTATIVE GROUP**

The Practice is constantly trying to improve the service we offer to patients so if you have any ideas please don't hesitate to tell a member of staff or write down your thoughts and place them in the suggestion box.

We are always looking for Patient Representatives, if you would like to become a Patient Rep or find out more information about what it involves, please inform a member of staff. We will then get in touch with and let you have the date and time of the next meeting. They are usually held on Thursdays at 5.30pm every two or three months at the Practice.

### **CARERS CORNER**

The Practice is trying to identify patients that are carers or patients that are cared for by someone else to ensure all patients receive the support that they need. Please take a few moments to look at the information, referral forms and support on offer in the 'Carers Corner' display in the waiting room.