**ABINGDON MEDICAL PRACTICE**



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www.abingdonmedical.co.uk

**NEWSLETTER - SPRING 2020**

***STAFF CHANGES***

As of 25th February 2020 Dr Jacks is back from maternity leave. Her working days are: Tuesdays am and pm, Wednesdays am and pm and Fridays am and pm. Dr Hajra Siraj and Dr Siobhan Mactavish continue to provide Dr Srikantharajah’s maternity leave cover until July 2020.

***NEW TELEPHONE SYSTEM***

We upgraded our telephone system on 2nd March 2020.

Some of the new features are: queuing call system, welcoming message offering a variety of options. We hope the upgrade will improve patients’ experience when trying to get through to speak to a receptionist.

**NATIONAL PATIENT SURVEY 2019/20**

The national GP patient survey WAS carried out in Jan-March 2019: 433 Surveys were sent out, 115 surveys were sent back, 27% completion rate.

The results of the survey confirm that patients are content with the Practice in majority of areas questioned within the survey.

93% of our patients describe their overall experience of our GP practice as good (Local CCG average: 85% and National average 83%).

According to the survey there are a few areas for improvement one of which is getting through to the practice by phone.

We hope the new telephone system will improve the ability of patients to get through to the Practice.

Another area for improvement is having enough support from local services.

We would like to assure our patients we are aware of this and we are working on improving this area.

The full results of this survey are available on the web site in the practice news section.

[https://www.abingdonmedicalpractice.co.uk/News](https://www.abingdonmedicalpractice.co.uk/News/e547b8ca-4b62-497c-ac8b-f0e412f1cb5e)

***FRIENDS & FAMILY***

Thank you to all of you who continue to provide feedback using the Friends and Family questionnaire on the web site or the slips of paper in Reception. As we are required in our contract to provide at least five responses a month, so occasionally we send text reminders asking for feedback to those who have had appointments that month. Your response has been fantastic and is really appreciated.

The responses in the past 3 months (Nov-Jan) were:

|  |
| --- |
| **Extremely likely (21)** |
| **Likely (3)** |
| **Neither likely or unlikely (0)** |
| **Unlikely (0)** |
| **Extremely unlikely (0)** |

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***ELECTRONIC PRESCRIBING***

We have upgraded to the next phase of the Electronic Prescription Service (EPS) which means that almost all prescriptions are processed electronically.

It is advisable for all patients to specify a nominated pharmacy. There are no more signed paper prescriptions issued; a token with a unique bar code can be issued instead.

Electronic prescriptions help save the NHS money.

You can read more about EPS on our website.

**CORONAVIRUS**

If you have any concerns that you may have been exposed to or become infected with the novel coronavirus please do not come in to the Practice. Please phone NHS 111 or phone the Practice on 020 7795 8470.

***BROMPTON HEALTH PCN***

This practice is part of **Brompton Health**PCN. Brompton Health PCN is a group of eight practices located across the southern half of Kensington and Chelsea. We have come together because we share a common aim to improve the service we provide to our patients, and a wish to work more closely together to achieve this aim. In time patients will start to benefit from changes that have been implemented as part of this process. Patients are already able to book out of hours appointments at many of our member practices in order to offer them an appointment at a time that may suit them better.

**MISSED APPOINTMENTS**

During the months of December (91) January (111) and February (111), a total of 313 patients failed to attend their appointment. Please contact the surgery if you are unable to attend your appointment.

You can also cancel appointments by texting your Date of Birth and appointment details to 07785 582798. If you are registered online you can also cancel this way.