

SPRING 2016

## We are pleased to welcome our new GP Partner Dr Azara Ogunyiluka.

Dr Azara Ogunyiluka who joined us on 1 February. She will be seeing patients on Mondays, Wednesdays and Fridays.

Dr Laboye Umole has left the surgery for pastures new; we wish her well for the future.



## NEW WAYS TO ACCESS GP SERVICES- NEW PILOT

Milton Keynes GP's working together to improve Primary Care Services for local People.

Full details of the service is available in a leaflet at Reception, but briefly:

Until the end of June 2016 the pilot will make it easier for people to be seen by offering routine appointments

Before 8am on weekdays  
Up to 8pm on weekdays  
On Saturdays and Sundays

How do I get an appointment?

The same way you would normally just contact us by telephone or in person at the surgery.

Where will I be seen?

Appointments will be at one of the 5 GP 'Hub' practices:

- Broughton Gate Health Centre
- CMK Medical Centre
- Parkside Medical Centre
- The Grove Surgery
- Wolverton Health Centre.

### Join Our Patient Participation Group

We are always looking for ways to improve services for our patients and your feedback and support is invaluable in achieving this. Please feel free to come along to our meeting

**11.30am Wednesday 6 April 2016 in the Health Education Room**



## Sign up for this new service to:

- Order Repeat medication
- Book a doctor's appointment online
- Cancel a doctor's appointment
- Change your contact details
- View your coded medical records

To sign up for this service please come to the surgery with identification and complete the application form available at Reception.

## Making best use of your medicines Please "Open UP"

### Open up to your GP

- Tell your GP or the GP practice staff if there are medicines that are prescribed for you that you do not use
- They can explain how to get your medicines reviewed
- If there are medicines that don't suit you, your GP may suggest others that could be better

### Open up to your pharmacist

- Make it clear to your pharmacy what medicines you need
- Open your medicines bag before you leave the pharmacy. Hand back any medicines you don't need.
- Medicines cannot be reused once they've left the pharmacy

## THE SURGERY WILL BE CLOSED ON THE FOLLOWING DAYS BETWEEN

12 and 4.30pm for staff training.

March 17th - Thursday

April 26th - Tuesday

May 25th - Wednesday

June 23rd - Thursday

July 12th - Tuesday

September 21st - Wednesday

October 20th - Thursday

November 22nd - Tuesday

Jan (2017) 25th - Wednesday

February 23rd - Thursday

March 21st - Tuesday



Our specialist Minor Illness Service has now been running for just over 12 months. It is run by three experienced nurses qualified in minor illness and nurse prescribing.

**We have conducted a survey of 150 patients using the service over a 4 week period and the results of the survey are positive as follows:**

## Minor Illness Service Survey

**100%**

Of the patients were satisfied with their consultation

**99%**

Of patients found it easy to book an appointment

**100%**

Of the patients said yes they would use the service again



# friends and family test

Leave your feedback about the surgery at Reception forms and survey box by the check in machine.

## NHS CHOICES

We would appreciate any positive comments regarding our services on our NHS choices page.

We know we have many satisfied patients from our minor illness and friends and family surveys undertaken.

Unfortunately most of the comments made on this website are from anonymous people complaining.

So if you are happy with our service please take some time to go online and give us feedback.

Thank You

Very professional and friendly.

Very helpful and thorough thank you.

Fantastic service.

Fantastic service, couldn't fault any of my experience.

The nurse was very friendly. Happy to discuss another issue I have.

Very thorough, many thanks for seeing me promptly I'm happy with the service now compared to years ago, staff are excellent and well-mannered.

Excellent service, lovely nurse and very efficient I felt valued, \*\*\*\*\* took her time. to listen to me, assess me and took the necessary action ie. Blood samples and explained thoroughly each action-definitely a good system.

I'm happy because my son got good medicine today.

Excellent service, grateful to the nurse for her dedication.

Helpful, friendly manner, listened.

Easy to book, always manage to get an appointment.

Brilliant service as always.

Very quick and helpful, better than locum doctors.

Happy with the service received today thank you .

Friendly, personal, put you at your ease I like the service.

The receptionist was really nice-Lucy I think her name is.

Fantastic.

Polite and very clear in explaining my diagnosis.

Excellent, lovely nurse to talk to.

Very thorough, nice manner, friendly.

Very helpful nurse, explained things.

Thank you, didn't want to waste anyone's time but turns out I do have to have antibiotics.

Great service thank you.

Lovely nurse.

Nurses are much better and more polite than doctors, I never see them anymore.

Brilliant.

As usual helpful and friendly.

It was very reassuring to get an appointment on the day I needed it and to have professional help Excellent service Lovely friendly staff, shame the Friday afternoon receptionist wasn't of the same standard.

# Friends and Family Test Survey Results

We have also conducted the friends and family survey and received 220 survey replies.



## We would like you to think about your most recent experience of our service.

### How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- 58% of patients said they were 'Extremely Likely' to recommend us
- 31 % of patients said they were 'Likely' to recommend us
- 9% of patients said they were 'Neither Likely nor Unlikely' to recommend us
- 6 % of patients said they were 'Unlikely' to recommend us
- 8% of patients said they were 'Extremely Unlikely' to recommend us

### Thinking about your overall care, can you suggest anything that we could have done better during your time with us?

#### Positive Comments by patients

- Today's visit was very well treated and I got all the advice from the Doctor who I saw
- Everything is done in a very professional manner, and all the patients come first.
- The doctors are all very caring towards the patients
- The surgery is run very well
- Reception very helpful to me as new in the area
- Doctor very understanding and friendly/very happy
- Very supportive and explanatory throughout
- The Receptionist was very warm and welcoming
- Prescriptions are always on time
- The doctors are very caring for their patients
- Extremely satisfied with my treatment thank you Dr Okuzu
- Everything was perfect, helpful happy staff, quick and informative
- The doctor was very accommodating and professional
- Everything went perfectly well, can't fault anyone
- Amazing care with Nurse Emma
- Everything was great worked well for me
- I have been well looked after on every occasion
- Excellent care thank you
- Very happy with the service
- I was seen very promptly
- Everything was fine as expected
- Satisfied with attention I have received
- All the care was great, very good and professional nothing to change
- Everyone was super friendly and helpful
- always get extremely good care
- I was followed up promptly when my results came back
- Always efficient and informative appreciate text service
- Nurse was great
- Everyone listened when I asked questions I was given advice and information that helped me understand decisions made
- Excellent service today lovely nurse
- Everything was very quick and efficient emergency appointment 20 minutes after my phone call
- Nursing care was fantastic got appointment same day
- Went the extra mile thank you very much
- Service has greatly improved
- None I got same day appointment with doctor
- I am always treated with respect and kindness
- Dr Iyamabo has been excellent
- Changes here have made the experience much better thank you
- Text messaging very helpful
- Very through, informative and caring appointment
- Reception staff always friendly

- I am more than happy now, the service has improved immensely since Dr Iyamabo took up his appointment
- My visit was 100%
- Excellent minor illness service
- The doctors have been brilliant treating me , I have diabetes and whenever I need advice or an appointment I can get one
- First class service
- Excellent service from kind Dr Iyamabo, lovely Receptionists
- Very pleased with your minor illness service
- Short/no waiting times , quick appointments really good service
- I received excellent treatment, the staff were highly professional and friendly, this is a wonderful surgery
- The introduction of the minor illness system is a big improvement. Much easier to get appointments and problems dealt with

#### Things patients think we could do better

- The Receptionist who was answering the phone should be polite & friendly
- Very bad the prescriptions are very rarely correct and I often have been left without needed medication
- Have a water fountain
- If feasible patients should be able to text to cancel appointments
- Make it easier to get faster appointments
- More appointments with GP to be available
- I had to wait 30 minutes to be seen
- Appointment booking to be arranged so there is not a long wait
- More communication between the doctors
- Fix TV as keeps children entertained during long wait
- Have more regular doctors as always locums
- 3 weeks to wait for a blood test seems a long time when you are feeling ill
- Getting an appointment is sometimes difficult
- Put air conditioning in the waiting room
- Wait to get an appointment too long
- Difficulty in getting through on telephone
- Difficult to get routine appointment soon, but can get a emergency when you need one
- Be able to have blood test same day as doctor says you need one
- Appointment cancelled twice by surgery it has taken over 4 weeks to get an appointment since being admitted to hospital
- Seating in the waiting area not the best, I have been in this practice since 1980 and do not recollect the seats being changed
- Higher seats in the waiting area
- There is no more you can do to make it better on a visit, but there is a lot more to be done to make it easier to see a doctor. When we work from 7.30am-5pm and work away from MK, it means I would have to take a day off work and not guaranteed an appointment
- Sometimes hard to get appointments
- Signage in the Reception area is very poor on 1st appointment I had no idea where the waiting room was
- Availability of appointments seems to vary
- Telephone contact for appointment booking not always a pleasant experience
- Find the appointment system frustrating at times, have to make emergency appointment for something routine as nothing available in the future
- It would be better if I could make appointments easier
- For the 3rd time my prescription has not been signed-shocking
- Communication with patients, listening carefully for requests, too many mistakes being made, selective listening
- Better customer service by Reception team