






Quote of the Month: "Believe you can and you're halfway there". Theodore Roosevelt

February – a Special Month!



In spite of the recent cold chill, the days are getting longer, Valentine's Day is coming and this is a great time for us all to work with the Surgery to find ways to improve the patient experience and ensure that the Practice is sustainable in the longer term. Now that the switchboard problems have been overcome (hopefully!) the Surgery is seeking ways to ensure better patient outcomes and experience.

	<p>The Telephone Following a difficult period, this is hopefully no longer a problem. The Surgery has apologised for the problems (which were really down to a very old system that lacked capacity). The new system is state of the art and we're already experiencing a significant improvement. No more engaged tones and long messages – just a responsive service</p>	<p>Feature of the Month</p>  <p>Ensuring Sustainability</p> <p>Over the last few weeks several patients have complained about a number of issues (especially the telephone!). The Practice has agreed to set up three Task & Finish Groups in FEB – and there'll be a patient on each one!</p> <p>We all want the Surgery to succeed – at the end of the day our health depends on it! And it's the long-term sustainability of the way in which the Surgery operates that is critical to sustainability.</p> <p>Dr Mike Smith is leading the three Task & Finish Groups covering:-</p> <ul style="list-style-type: none"> • Appointments • Prescriptions • Requests/ Tasks <p>There's more information on each of these in the panel opposite.</p> <p>There will be two meetings of each group in FEB and they will review where we are now and how to improve each of the three areas. These are very focused sessions with the emphasis on simplifying the process and improving our experience as patients.</p> <p>We'll be reporting on process in next month's newsletter. E-mail me (Alan Bellinger) for more information.</p>
	<p>Appointments Scheduling appointments can be a real challenge – mainly because some of the time we can plan ahead and other times we believe we need to be seen as an emergency! Getting the balance right between those two can be tricky! That's the issue that the first Task & Finish Group will address. There has to be a better way!</p>	
	<p>Prescriptions Did you know that there are eight ways in which we can request prescriptions. Do we need them all? There has to be a way to keep it simple and that's the issue that the second Task & Finish Group will need to address!</p>	
	<p>Requests/ Tasks As patients we make lots of requests to our Surgery, and the way in which Healthcare Professionals manage tasks can be streamlined if we get the workflow right. That's the subject for the third Task & Finish Group.</p> <p>If you would like to take a more active role on any of these issues – or could support the Surgery in any way, come along to the next PPG Meeting – everyone welcome; at the Surgery from 7:00 – 8:30 pm on</p> <p>WED FEB 6th</p>	