

FEBRUARY 2014 NEWSLETTER

Patient Survey

Many thanks to those who contributed to the annual practice survey. Our overall score increased from 88% to 93%. I would like to address certain issues raised:

1. name badges have been discussed. We are looking at magnetic badges which would not require pins through own clothing - the alternative being a tartan uniform, but then it would be even more difficult to get an appointment as we would have no reception staff!
2. your 'usual' doctor is the one you see most frequently (your registered GP is Dr RAD MacRae if your surname begins with A-Ja and Dr EMR MacRae if your surname begin with Je-Z).
3. please register for on-line booking of appointments if you have computer access as this might be less stressful than repeatedly phoning at 8.15am.
4. the receptionists do not play 'doctor' but need to ask some pertinent questions if claiming an emergency appointment as some emergencies are more urgent than others. The doctor can then decide the order in which the emergencies are seen – or whether patients with routine appointments need gazumping. You are under no obligation to reveal any medical details to a receptionist – but this might delay your treatment.
5. comfort of the waiting room – we have ordered cushions for the big chairs – we can only find ones to comply with infection control in black.
6. 'clone the doctors' – ha ha.

Gill Wright

Gill finished at the practice at the end of December after 17 years of service (not bad when she only agreed to fill in for a few weeks during a staffing crisis!). We wish her well for the future, thank her for all her hard work and hope we will be able to entice her back for holiday cover (she does not know this yet!).

Mid Mersey Age UK

This is the new name for Age Concern. Please visit their website on www.ageuk.org.uk/midmersey for useful links and information on services. Please see the notices in the waiting room about services. Of particular interest is the Befriending Service for the isolated elderly. Are you interested in becoming a Befriender? Do you know someone who would benefit from this?

Out of Hours Service

Please note that St.Helens Rota operates an out-of hours service which runs throughout the night. Obviously we would prefer that you try to get seen during opening hours but if you have a GP type problem which warrants attention out of hours 01744 882606 should be your first port of call. Do not feel it is A+E or nothing out of hours. Do not believe all you read in the press!

Data Extraction

All households should have received this information in January. It is very important you consider your choices. Please see information in practice and on website and act quickly.