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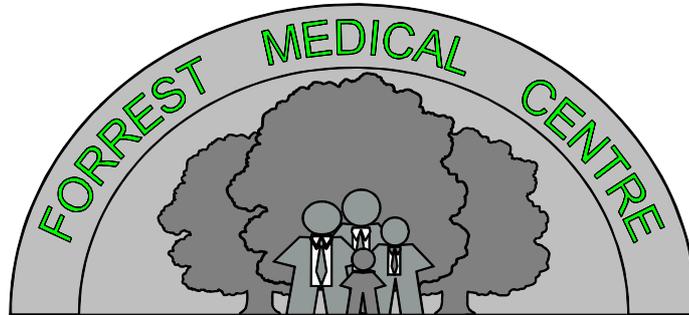
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# ◆ Forrest Medical Centre ◆

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April 2012



## Patient Survey Results

### THE RESULTS ARE IN..!

Thank you to everyone that took part in our recent patient survey. The results have now been compiled and have been posted on our website [www.fmcgp.co.uk/About-Us/Practice-Survey-2012](http://www.fmcgp.co.uk/About-Us/Practice-Survey-2012)

We were really pleased with the positive feedback and comments. However, it's always important to strive to make improvements within the Practice. The areas in which problems were identified include:

- *Being unable to book an appointment with a Doctor of your choice at short notice (22% of patients had experienced this).*
- *Being unable to book an appointment more than two weeks in advance with a Doctor (17% of patients had found this to be a problem).*
- *Managing to book an appointment with a Practice*

*Nurse ( 44% found this "fairly easy or not very easy")*

There were some really helpful additional comments too:

- *Some of you felt it was important to announce when a Doctor was running late.*
- *One individual found the tannoy poor quality, making it difficult to hear which patient had been called and to which room.*
- *There was a positive theme about early morning appointments availability at the surgery. However, a few of you had been faced with a locked door.*
- *There were some comments about the facilities at the surgery, including lack of storage for pushchairs and the need for a new hinge on the front door.*

It was also interesting to note that the majority of health information sought by our patients was from the Doctor, the Pharmacist and the Internet but it appears that NHS Direct is used less frequently for advice.

This sort of feedback is really important to us as a Practice. We do look at these results and the comments we receive and use this when we make decisions. It is only by listening to our patients that we can really improve the service that we offer to you, so thank you for this and we look forward to gathering more ideas and suggestions next time we do this survey!

### RETIREMENT

As I'm sure some of you will be aware Nurse Maggie Raven has now hung up her thermometer and is enjoying a well

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earned retirement. Maggie has worked at Forrest Medical Centre for over 17 years and has been a great team member. We appreciate all that she has done for us and I'm sure that you will join with us in thanking her for her years of dedicated service and in wishing her all the best as she starts a new phase of her life.

## **STOP SMOKING**

Research has shown that smokers who quit smoking with NHS support are up to four times more likely to succeed in stopping.

There is a full range of FREE NHS support to you in your resolution to stop smoking.



At the Forrest Medical Centre we already offer a stop smoking service with our new Health care Assistant, Elaine, and Tracey (our other Healthcare Assistant) will also be doing this training in July. This means that we will be able to offer a wide range of days and times to help you quit the habit. If you want to stop smoking simply speak to a receptionist and

book yourself in. You will be offered a structured programme of support helping you to deal with the physical side of your addiction, using nicotine replacement therapy, or other stop smoking medicines on prescription from the NHS

Why wait when this opportunity is here NOW and it's completely free for patients who do not pay for their prescriptions (patients that do have to pay for prescriptions will only be charged £7.65 for each two week prescription issued).

## **TOP TIP - BOOKING AHEAD**

Don't forget that you can book an appointment with a Doctor or a Nurse up to **4 weeks** in advance.

To give yourself more chance of seeing the person of your choice don't wait until the last minute. Appointments on the day are very limited and we cannot guarantee who your appointment will be with. As long as you call before 11.00am we will offer you an appointment that day, but it may not be with the GP you prefer. By booking ahead though, you have much greater choice.

## **TRAVEL VACCINE QUESTIONNAIRES**

If you are planning on travelling abroad and need some immunisations before you go, please make sure you book to get these done in plenty of time (speak to one of our Nurses

who will be happy to give you help and advice on this).

Once you have an appointment booked to get your immunisations please visit our web site ([www.fmcgp.co.uk](http://www.fmcgp.co.uk)) to print off the travel checklist form. Once printed, complete this at home and bring it with you—doing this will save considerable time at your appointment!

## **SURGERY MOVE UPDATE**

We are committed to having all of our resources under one roof as we know that this will enable us to provide more and better services to our patients. We are still working closely with Coventry Care Partnership to identify a possible new site and have now put together a business plan to ensure that we find the best way forward.

As to where, when or even if this will be happening, we do not yet know. This process will not be done easily or quickly as we want to get it right, and there is also now the added complication of all the changes to the Healthcare System. We are keen, though, to keep the information freely available—even if it is to say that there is little, or nothing new, to report!

## **TOP TIP - REPEAT PRESCRIPTIONS**

You don't need to come to the surgery to get a repeat prescription...! Simply use the online repeat prescription request form that is available on our website ([www.fmcgp.co.uk](http://www.fmcgp.co.uk))