

Forrest Medical Centre

March 2010

Survey Results, NHS Choices and all the Latest Information...



QUESTIONS	RATING		
	National Average	Your Score	Diff
How do you rate the way you are treated by receptionists?	77.2%	78.0%	0.8%
How do you rate the hours that your Practice is open for appointments?	66.8%	71.2%	4.4%
How do you rate - how quickly you get to see a particular doctor?	60.0%	63.2%	3.2%
How do you rate - how quickly you get to see any doctor?	69.1%	75.0%	5.9%
How do you rate - how long you have to wait until your consultation begins?	56.9%	57.8%	0.9%
How do you rate - ability to get through to the Practice on the phone?	59.4%	71.9%	12.5%
How do you rate - ability to speak to the doctor on the phone?	60.6%	69.2%	8.6%
How do you rate - how often you see your usual doctor?	68.8%	68.3%	-0.5%
How thoroughly did the doctor ask about your symptoms?	81.4%	83.8%	2.4%
How well did the doctor listen to what you have to say?	83.5%	85.7%	2.2%
How well did the doctor put you at ease during your physical examination?	83.6%	86.5%	2.9%
How much did the doctor involve you in decisions about your care?	81.4%	82.7%	1.3%
How well did the doctor explain your problems or treatment you need?	83.1%	85.7%	2.6%
How much time did your doctor spend with you?	80.0%	81.5%	1.5%
How was the doctor's patience with your questions and worries?	83.5%	86.0%	2.5%
How did you feel about the doctor's caring and concern?	83.7%	86.4%	2.7%
After seeing the doctor today, were you better able to understand your problem?	69.1%	72.5%	3.4%
After seeing the doctor today, did you feel better able to cope with your problem?	65.5%	67.6%	2.1%
After seeing the doctor today, did you feel better able to keep yourself healthy?	61.7%	63.4%	1.7%

PATIENT SURVEY RESULTS

We recently held a patient survey at our Mount Street surgery to see what you, our patients, think of us. The results of this survey were fed back at an Open Meeting on 17th February—but just in case you could not attend, here are the results!

As you can see we scored higher than the National Average for ALL areas, other than the question relating to seeing your usual GP. We can understand why this is though as a lot of the GP's only work part-time and all of them work across two sites and so cannot be in two places at once!

The general feeling at the Open Meeting was that we should have scored higher as it was felt that we provide an excellent service, so thank you for this feedback.

There were also a few questions asked about the proposal to move to a single site, so without any more delay...

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SINGLE SITE UPDATE

We are still committed to having all of our resources under one roof, but as to where or when this will be happening there are no further updates at this time. We have been in discussions with the City Council, but there is currently no further news relating to us. There have been various meetings and things happening at the City Council 'behind the scenes' relating to the Community Hub (such as Outline Planning Permission being granted), but we are no nearer to knowing what will happen or even when. Please be assured that once we do know anything we will make it known.



There were, though, a couple of issues and concerns relating to the proposed move that we can clarify:

- If our Practice Boundary were to change as a result of this move, we would NOT remove any patient from our list (unless they moved house to a location out of our area—just as it is now)
- We are well aware that transport will be a key issue. Both we and your local Councillors will do what we can to try and address this issue (although ultimately the buses and the routes

taken are the responsibility of the Bus Companies).

FUNDRAISING

Thank you to everyone who helped out with our annual fundraising over the Christmas period. This year was our best year ever (despite the credit crunch!) and we managed to raise £1,241.60 for the Coventry Myton Hospice Appeal! Thank you and well done!

MATERNITY LEAVE

For those that may not be aware, Dr Vicki Purser will be taking maternity leave in April 2010 to have her first child! But don't panic—the good news is that she WILL be back! I'm sure you will join all of us at the Forrest Medical Centre in wishing her well.

CITIZENS ADVICE BUREAU

After negotiations we have managed to restore the CAB service so that our patients can access this valuable service closer to home. This service is held at the Prior Deram Walk surgery on a Monday & Tuesday morning but is available to all our patients. To book a session please just call 024 7625 2050.

NHS CHOICES

So what is this and what use is it for me? This website (www.nhs.uk) aims to personalise healthcare and provide information that will 'allow patients to make meaningful choices about when and where to receive their treatment.'

The website goes under the slogan 'your health, your choices' and has been designed to provide 'an information service fit for the 21st century.'

NHS Choices is intended to allow patients to access NHS approved information about issues such as 'Living Well', and a 'Health A—Z'. It provides the patient with the opportunity to compare data and standards of NHS services as well as the opportunity to leave feedback about the GP surgery or Hospital and read the comments and thoughts of others. Please feel free to take and look and register your thoughts about us!

CHLAMYDIA SCREENING

Chlamydia is a common infection which is sexually transmitted. Only 20% of people with Chlamydia have symptoms, so it is important we screen as many of our patients for this infection. If not treated early, it can lead to infertility. Once picked up, it is very easy to treat, with a single dose of antibiotics.

We now offer a confidential Chlamydia screening service for patients under the age of 25. The test is very easy to do; a urine container and form are provided. You can pick up a pack from reception or our toilet facilities discreetly, and leave it at reception. If you have any questions, please make an appointment with a nurse or doctor to discuss this further.