

The Central Healthcare Centre Newsletter

Sussex Road, Gorleston, Great Yarmouth, Norfolk, NR31 6QB

☎ 01493 414141

www.centralhealthcarecentre.co.uk

Message from the Chair:

Last year was a challenging year for the surgery but I am happy to say that we are now out of Special Measures and rated as “Requires Improvement”. We have been rated as “Good” for “Are services safe” and “Are Services Caring”. This is a fantastic result and is down to the hard work and dedication afforded to every member of staff. I would like to thank them for the time and effort that has gone into raising the standards. Thanks also to all patients who have supported the surgery. This has given the surgery a good start to 2018.



Tina Cleveland (Chairperson PPG)

MENTAL HEALTH AWARENESS EVENT

FOR YOUNG PEOPLE UNDER THE AGE OF 25 & THEIR PARENTS

Come and join us on **Tuesday 17th April at 7pm-9pm at Cliff Park Junior School, Orde Avenue, NR31 6SZ**

Find out what's available for young people under the age of 25 with mental health issues. Talk to organisations.

Find out about therapeutic approaches along with traditional counselling.

Supported by: MIND, MAP, Silverwood, Cliff Park Ormiston Academy, DIAL, Pathways, Point One & more

Free refreshments

We would like to thank Morrisons for donating a £10 voucher for a patient and a hamper for a member of staff in our Nominate-A-Star scheme. So please keep posting in the box on the PPG table if you would like to reward a special member of staff or make a suggestion.

The winner for this Newsletter is:-

Patient: **Mr & Mrs Waters**

Clinician/ staff member: **Georgina (Reception)**

This surgery operates a Zero tolerance procedure. Please don't abuse the staff.

Are you suffering from back or shoulder pain? You can now self refer to see the Physiotherapist on a Monday. Call the surgery to make an appointment.

Have you registered online?

Once registered you can book GP appointments, order prescriptions, check test results, change personal details and view parts of your GP medical records. Speak to Reception today to get your log in details.

Parking

For the safety of pedestrians, disabled members of the community and other road users, would patients please refrain from parking on the pavements and on the painted white lines.

PLEASE NOTE

**APPOINTMENT PHONE LINES OPEN AT 8:00AM
HOWEVER, THIS IS OUR BUSIEST TIME SO PLEASE AVOID
PHONING THEN, IF AT ALL POSSIBLE**

CHECK OUT OUR FACEBOOK PAGE Contact us with questions or suggestions
<https://www.facebook.com/centralhealthcarecentrepvg> or email on hcppg@gmail.com

DNA (Do Not Attend) Results The improvement continues for 2018

Please cancel unwanted appointments

- 56% of Do Not Attends are female
- More 31-40 year olds Do Not Attend followed by 41-50 year olds
- Each appointment costs £43.91 (approx)
- Are your address and phone details up to date, if not please let us know

**DON'T WASTE YOUR APPOINTMENT
CALL 01493 414141 TO CANCEL**

Month	2017	2018	Cost for 2017	
January	265	261	£11461	Down 1%
February	295	270	£11856	Down 8%
Total	560	531	£23316	

Tel: 01493 414141
Central Healthcare Centre,

Appeal

If you have any books you no longer require, please feel free to pop them into the surgery. We ask for a donation which can be left at Reception for anyone taking books from the shelf

Please note it is the responsibility of the patient to obtain test results, why not sign up online to easily access your results?

When phoning the surgery you will have the following options:-

1. Appointments
2. Messages/visits
3. Nurses station
4. Prescriptions
5. Test results

At any point during the message you can press the number that you require to be transferred. So write these down to save listening to the whole message.

When visiting the surgery please complete a Friends & Family Test which you can find on the PPG desk and pop it in the box to the left of Reception when completed

Results of the Patient Survey

Firstly, thank you to all the patients that helped out with our survey

We had 372 completed surveys

Here are the results

91.9% of respondents found the reception staff to be fairly or very helpful.

We are really pleased with this result as the Reception staff have to cope with a lot of abuse from time to time but try to remain professional at all times

70.3% of respondents contact the surgery by phone
We are trying to reduce the strain on the telephone system by offering online access (see Reception to pick up a form)

35.2% find it fairly or very easy to get through to someone at the surgery.

Plans are underway to improve the telephone system but online booking is more convenient

74% of respondents are aware of the available on-line services but only **35.3%** have actually used on-line services to book an appointment, order repeat prescriptions or access medical records.

Checking test results, ordering prescriptions and appointments is so much easier and takes all the stress out of contacting the surgery. Pick up a tutorial page on how to use SystmOnline from the PPG table

63.6% of respondents found the experience of making an appointment either fairly or very good.

This is an issue we are always working on to improve. DNA's are a big problem which has an impact on the available appointments.

83% thought the clinician they saw was good or very good at giving them enough time.

87% thought the clinician they saw was good or very good at listening to them.

84% thought the clinician was good or very good at explaining test results and treatments.

80% thought the clinician was good or very good at involving them in decisions

88% thought the clinician was good or very good at treating them with care and concern.

90.9% had confidence and trust in the clinician they saw or spoke to.

78.9% described their experience of the surgery as fairly or very good.

Although there is room for improvement, we were very pleased with this result

9% said they would like the surgery to be open lunchtimes

This is a bit mystifying as the surgery is open lunchtimes apart from Tuesdays

87% were happy with the surgeries opening times