



Welcome

We are publishing our patient newsletter again in order to keep you all informed of the services at Ivy Grove Surgery. We are constantly striving to improve the service that we provide to patients and this newsletter is to let you know about some of the recent developments.

Appointments

We feedback on our last month's appointment changes in this issue.

Friends of IGS

This issue we have a full page devoted to our Patient Participation Group – the Friends of Ivy Grove Surgery or FIGS for short. Find out about what FIGS can do for you, and what you can do for FIGS. See page 2 for more details.

Letters welcome

Please feel free to write to us at the address on the back page. We welcome comments and letters.



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Feedback from Appointments System Changes

Many of you will be aware of the recent changes in our appointment system. In an attempt to address the main areas of dissatisfaction as highlighted in our recent Improving Practice Questionnaires, we introduced a sit-and-wait system.

We hoped that this would avoid the frustration of telephoning in the morning and finding that all the appointments had been filled. For patients who needed to be seen on the day, they could be assured of a consultation with a GP without the trouble of trying to get through on a busy telephone line.

Unfortunately the trial of the sit-and-wait service has not worked as well as we had hoped. Whilst a great many patients used the service and appreciated the convenience of being able to be seen on the day, others were dissatisfied with the waiting (1 hour at the most) and the resultant congestion in the waiting room. We also found that since making every available appointment bookable in advance, many patients were left being unable to book ahead as all the slots had been taken immediately we started the trial.

Aware that the sit-and-wait appointment system was causing frustration for both patients and reception staff we sought to quickly find an alternative. A dedicated team worked hard on Friday May 15th to come up with an alternative system with a view to meeting demand for appointments and avoid the difficulties patients have found making an appointment with previous systems.

The sit-and-wait system has now finished but we will now be offering more appointments in the hope that this will better meet demand. We will continue to monitor the situation and listen to your feedback. We hope that you will appreciate that these changes are all designed to improve patient satisfaction with our appointment system.

For those patients who are completing the National GP Patient Survey that has been sent through the post by the Department of Health, please be aware that outside of the urgent same day or next working day appointments, we have always offered the ability to book appointments up to two weeks ahead.

Surgery wins Outstanding Care Award

More than 100 nominations were received from patients across the five counties of the East Midlands for the Outstanding Health Care awards to thank NHS staff who have gone the extra mile to help them.

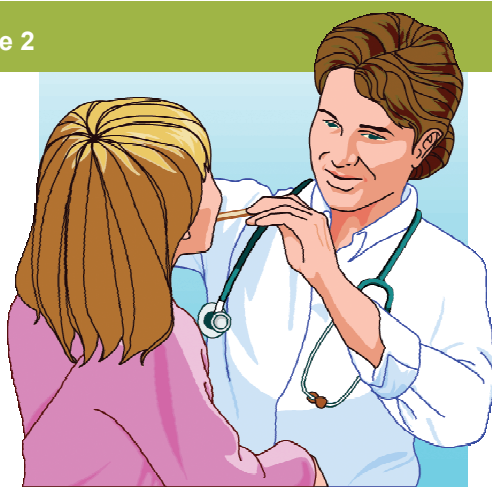
Dr Wong and the Ivy Grove Surgery team, and Boots Chemist staff were the overall Derbyshire County winners.

Dame Catherine Elcoat, Director of Patient Care at NHS East Midlands said: "I would like to congratulate the winning teams and individuals from our Outstanding Care Award scheme... All the nominations were a reminder of the fantastic care the NHS provides on a daily basis to thousands of patients."

Dr Wong said: "I am absolutely honoured to have received this award in the course of my normal everyday duties – in general practice we always try our best to provide high quality care and it is heartening to know that our patients appreciate this. Of course, I could not have done this without the support of the tremendous team here at Ivy Grove Surgery, all of whom are extremely proud of the fact that the surgery's hard work has been recognised. I extend my thanks to our patients and all of our staff for making it so worthwhile."

More information here:

www.tinyurl.com/nhs10ex



Our Patient Participation Group

Jean Pass, chair of Friends of Ivy Grove Surgery, writes about the patient participation group

Your Patient Group

Friends of Ivy Grove Surgery (FIGS) is your patient group – it bridges the gap between the surgery and the patient. Since the group first started, we have tried very hard to get patients to join the group; we even had a younger person translate one of our leaflets into 'text speech' so that perhaps younger people would stop and read it. We do need younger people as well as parents of young families to join us, so that we have a representative view of all the patients at the surgery.

The Surgery Does Listen

When we moved to Ripley, I was advised to join Ivy Grove by my previous doctor, as I have an ongoing medical condition which needs regular monitoring. This I have received from both my doctor and the specialist nurse. I am sure that most patients cannot find fault with the clinicians, it's just getting an appointment that causes the problem, or even talking to a doctor.

We all assume that nobody listens, but they do. Since I joined the surgery, the 0845 number has been changed to a local number; we can now check-in electronically which means we no longer have to queue at the reception desk – we can just check-in and sit down, which is very good if you are not feeling well; there is also a box just inside the door for our repeat prescriptions, so this leaves the staff to deal with patient queries.

The patient group and the information you feed back does make a difference

Make a Difference

As well as the patients group, the practice carries out a patient survey every year, and this helps to formulate future policy. If you need to speak to a doctor there will be one available every morning for us to talk to. The sit and wait surgery was brought in to try and meet the need for same

day appointments and although it has now finished (see front page for details), the patient group and the information you feed back to the surgery does make a difference.

News and Information

There is a suggestion box under the FIGS noticeboard, in which you can put your suggestions in at any time and the minutes of the last patients meeting are always on the board.

Also the patients group keeps in touch with what is happening at the Primary Care Trust (PCT) and other patients groups around the country.

Next meeting

Hopefully we shall see more of you at our next patient meeting. At the moment we meet bi-monthly on the first Tuesday of the month, so the next meeting will be at 6.15pm at Ivy Grove on Tuesday 7th July.

The NHS Spine (Database) and Opting Out

The government is wanting to transfer the medical records of everyone in the country onto an enormously expensive (£20 billion estimated cost) centrally held, centrally controlled database called the NHS Spine, making patients' medical records potentially viewable to anyone working within the NHS.

The government has confirmed that once any data is uploaded, it will NEVER be deleted, even at patient request:

www.tinyurl.com/ln8j69

Your GP records would ultimately be no longer held at the surgery and the Department of Health would become the data-controller for your medical records, replacing your GP.

Whilst we realise the importance of the appropriate sharing of medical information with other clinicians and health professionals to ensure the best medical care, we at Ivy Grove Surgery strongly believe that the plan to transfer (upload) and share medical data using the NHS Spine is fundamentally wrong in many ways.

Many believe that these databases, including the NHS Spine, represent fundamental attacks on our basic right to privacy. In the words of the Information Commissioner himself, the UK is 'in danger of sleepwalking into a surveillance society'. Britain has more CCTV cameras than any country in the world. We have the biggest DNA Database in the world. We have become one of the most bugged, surveilled and monitored countries on Earth.

Please pick up our detailed leaflet for more information and to opt out immediately if wished.

DATA LOSSES under this government

Multiple NHS trusts have admitted to losing sensitive details of hundreds of thousands of patients, adults and children, as well as personal details of their own NHS staff. Examples include Bolton PCT dumping the records of 3200 patients onto a landfill site instead of shredding or burning the data; Dudley NHS trust had a laptop stolen containing personal details of more than 5000 patients; Stockport PCT lost a memory stick containing medical records of 4000 patients.

See our information leaflet for more examples.

DOCTORS VIEWS of the NHS Spine

Nine out of ten doctors have no



confidence in the government's ability to safeguard patients' data online.

Many doctors feel that complete centralisation of medical data is not an essential requirement for good continuity and quality of care.

The majority of GPs believe that patients should be asked for their explicit consent before any of their information is uploaded.

Many doctors and MPs, rather tellingly, have already opted themselves and their families out of the NHS Spine.

Frequently asked questions

Q: Will opting out affect the care provided by health organisations outside the practice?

A: Contrary to what government officials say, opting out of the NHS Spine will not affect your NHS care in any way. It will not affect the medical care and treatment that you receive from Ivy Grove Surgery, or affect the ability of your GP to refer you to a specialist for further care, should this be necessary.



You remain fully (and legally) entitled to all the NHS care that you require, either from a GP, hospital A&E department or a hospital specialist or indeed, any out of hours service.

Q: Do I have to give a reason why I want to opt out?

A: Again contrary to what the government says, you do not have to give any reasons why you are opting out. You do not have to justify your fundamental right to privacy.



FLU JAB NEWS

We have just had information from Derbyshire County PCT regarding the uptake of flu jabs in our practice. Ivy Grove Surgery was 3rd out of the 41 Southern Derbyshire practices in managing to immunise 64.2% of its at risk patients and 2nd in immunising 82.5% of its over 65s.

Overall out of all 96 Derbyshire practices, we were 6th and 7th respectively. Congratulations to all those who came for their jab and to our dedicated staff. Well done!

New Developments in Practice

• Document Management Software for a Paper-Light Environment

We are committed to improving the efficiency of paper flow within the building in order to maintain a paperlite environment with a view towards a full paperless environment. To this end we have invested in software which will move electronically scanned versions of clinical letters around our computer system for the attention of doctors and which will also allow for more efficient coding of data. This development is improving the working lives of our administration staff and reducing the chance of missing paperwork and letters for the benefit of patients and doctors.

As part of this process, we now scan all hospital letters and documents onto our system the moment they enter the building, so that documents are available to all clinical staff within the consultation. This also means that if it's not on our computer system, we don't have it! Hospital letters and x-ray results generally take two to three weeks to arrive from your appointment date, so please bear this in mind when booking review appointments with the doctor.

• Patient Arrivals Booking-In System to Stop Queues to the Door

In order to avoid long queues at the desk and reduce the chance of patients missing their appointment times whilst they wait to check in, the practice has invested in a patient booking in system. This decision was based on feedback from our patient experience survey. We are one of only a few practices in the country that is using a fully confidential system that does not rely on calling out or displaying names within the waiting room. It is really easy to use, so please give it a go next time you arrive for your appointment. A leaflet is available from reception.

Should you have any comments, complaints or compliments about the service you have received from the practice please ask to speak to our practice manager, Mrs Charmagne Stephenson or write to us at the address below.

Contributions and letters to the newsletter are very welcome. Please address correspondence to the address below.

Edited by Dr M. Wong.



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surgery

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This newsletter is available online at www.ivygrove.org.uk

HAYFEVER

If you have hayfever treatment already on repeat prescription, you can request it without making an appointment with the doctor, even if you have not had the treatment for a year or more. If you don't have an up to date repeat slip, simply write your request on a piece of paper and hand it to reception.

If you require hayfever treatment that is completely different from your existing treatment, you will need to book an appointment.

In line with many other practices, we do not offer steroid (cortisone) injections for hayfever under any circumstances in view of safety issues and lack of evidence of efficacy.

If you have difficulty managing your hayfever, see your doctor.

Website News

Visit <http://www.ivygrove.org.uk> for the latest news at Ivy Grove. Here you will find information on our services, recent news and an electronic version of our practice booklet. You can also request repeat prescriptions online. If you are looking for medical information, our list of health related links will be helpful to you. Check back regularly for updates. Our PPG (Patient Participation Group) will also have a section on the site to update you on their activities.

Latest Health Snippets - Aspirin

You may have heard that aspirin is no longer being recommended for prevention of cardiovascular disease (heart attacks and strokes) for people with no evidence of existing heart disease. This includes people with just high blood pressure, and also those with diabetes. Studies have shown that the risks of major bleeding even with low dose aspirin outweigh the benefits of reducing the number of heart attacks and strokes. We are no longer starting any new patients on aspirin; however patients already taking aspirin for prevention of heart disease should discuss the issue with their doctor at their next review. There is no need to book a special appointment for this purpose. Please note, those patients, with a past history of heart attacks or strokes, who are already taking aspirin, should continue taking it as prescribed.

NEXT ISSUE

Next issue we will bring you some news about the new services at Ivy Grove Surgery.

Also, as the swine flu pandemic develops, we will bring you the information on the condition, self-help treatment and the latest news about the illness.

With your support, we can continue to provide you with high quality and friendly health care in a personal family orientated setting.

REMINDER

We will be closed on the Summer Bank Holiday (August 31st). Don't forget to hand in your repeat prescriptions slips in good time!