



SCARBOROUGH MEDICAL GROUP

Danes Dyke

www.scarboroughmedicalgroup.co.uk

South Cliff

SMG@GP-B82054.NHS.UK

SMG Patient Update Volume 9 March 14

We hope you find this newsletter both informative and helpful

SMG Patient Survey/Questionnaires

Following our annual patient survey we found from your feedback there were a variety of areas which needed to be addressed within the surgery. Our aim is, over the next year, to look at these areas and where possible take action on them.

- 1. Message bleep too quiet on waiting room call boards**—we have checked the volume settings on both call boards to ensure that it is as high in volume as possible and hope this will rectify the problem.
- 2. Longer appointments**—this will be discussed with the clinical team members in upcoming meetings. Patients are respectfully reminded that to enable equitable access to a GP for all those registered at SMG and to avoid clinics running late, GPs must limit the time spent with each patient, however, they will always endeavour to address your need.
- 3. After 6pm appointments**—We're unclear as to whether the patients requesting this are aware that the practice already offers appointments with both GP and nurse on a Monday evening from 6.30pm—8pm at our Danes Dyke branch. These are available to patients who are unable to attend during usual working hours and are available to SMG registered patients.
- 4. Promotion of newsletters**—copies are placed in waiting rooms, notice boards and also on-line. By doing this we hope as many of our patients are able to access it, we are regularly encouraged by the growing number of patients who sign up to automatically receive this via our website www.scarboroughmedicalgroup.co.uk

Following the questionnaire in 2012/13 and the action plan from this, here is how we are doing so far..

Music in reception—Patients did not like the local radio station so this is now changed to Radio 2 at all sites.

Message board bleep too quiet—this has been looked and reviewed

Patient Call System—we have increased the time your name and room is displayed on the board from 3 seconds to 6 seconds

Car parking—This has been discussed with the GP partners in the past and due to space and cost we were unable to provide extra car parking at our Danes Dyke branch. This has been discussed again more recently and we are currently looking into it again. At the SC branch there is only on street parking available.

Goodbye Dr Rasheed!

We will be saying a fond farewell to Dr Shahid Rasheed after 5 years! Dr Rasheed is one of our salaried GPs who is based at our South Cliff branch. He will be sadly missed by staff and patients alike. The good news is that he has been successfully appointed to a GP Partner role at a practice outside the Scarborough locality which is very good news for him. We would like to wish him all the best in his new role.

He will be with us at SMG until Easter weekend.

We have been busy looking for a suitable replacement for Dr Rasheed and will shortly have more exciting news for you in regard to this, in due course.



FREE APPOINTMENT REMINDER SERVICE!

At Scarborough Medical Group we offer a FREE appointment confirmation and reminder service.

You will receive an appointment confirmation message when you book with one of our GPs or Nurses and a reminder message the day before your appointment is due. You are able to cancel your appointment from this message if you are no longer able to attend or require your appointment.

To receive these text reminders please see reception to update your mobile telephone number. If you would like to opt out of this service please inform reception



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Warfarin Monitoring at SMG – WE NEED YOU!

- *Warfarin is a drug used in the treatment of anticoagulation (to prevent the blood becoming too thick). It is commonly used for many different conditions, sometimes permanently and sometimes for specified periods of time. Warfarin requires regular monitoring to ensure your blood stays within a specified range (your INR measurement).*
- If you have been on warfarin for some time you will remember a time at SMG when we needed to take a blood sample from you using a needle and syringe. This meant that we had to send your blood sample to the laboratory and wait for them to tell us what your INR was to enable us then to contact you if your dose needed to be changed.
- A little over a year ago we changed this process to mean that from a small prick to your finger we can do all that is necessary and provide you with immediate dose change information during your one appointment with a member of our nursing team.
- We feel at SMG that this has been a positive change for patient and practice and we hope that you agree. It poses much less risk that blood samples and/or results might go missing or we might not be able to contact patients about a dose change, and means we can provide you with a complete service in much less of your time and discomfort.
- Whether you have been on warfarin for a long time and remember this service change or whether you haven't been on warfarin very long and only have experience of our finger prick testing service **we want to hear from you!**

We will soon be running a questionnaire to collect your opinions but in the mean time if you have any feedback please feel free to write this down and either hand it to a nurse or one of the receptionists marked "INR FEEDBACK"

WE NEED YOU



BANK HOLIDAYS

Please note the surgery will be closed on the following days due to bank holidays:



FRIDAY 18th APRIL

MONDAY 21st APRIL

MONDAY 5th MAY

MONDAY 26th MAY

There will be no extended hours sessions on any of these Mondays mentioned above.