

PENDLE VIEW MEDICAL CENTRE

Patient Newsletter

Patient Satisfaction Survey 2009

Issue 5

SUMMER 2009

We would like to thank all patients who kindly completed one of the GPAQ questionnaires. The questionnaires you completed were sent to an independent company for analysis. The results have been discussed and we are pleased to report the findings back to you.

The survey showed that most of you are happy with the services overall; however you feel that improvements could be made in a few areas.

Your Comments

Most were happy with the following:

- ▶ Access to appointments with any GP
- ▶ The way you are treated by the receptionists
- ▶ The treatment and medical care received
- ▶ Care and concern of the doctors

Some had concerns about:

- ▶ Opening hours
- ▶ Getting to see the GP of your choice
- ▶ Booking appointments in advance

Our Response

- ▶ The surgery offers appointments late Wednesday evenings and early Thursday mornings for those who are unable to attend during normal working hours.
- ▶ The surgery does not open at weekends, however if you require emergency treatment when the surgery is closed you can ring 0845 2 26 26 26
- ▶ It is possible to book an appointment in advance for a specific day. You do not need to ring on the day for this, however you will need to plan in advance.
- ▶ We appreciate that it is not always easy to book appointments with Dr Ions and Dr Webborn. Both GPs undertake other duties within the practice in addition to seeing patients. Please see overleaf for more information.

We always welcome feedback. As a result of your feedback last year, improvements were made to the reception area and telephone system. If you have anything you wish to discuss please contact Jolene Gregory, Practice Manager.

Thank you for all your positive feedback, it has been useful.

PRACTICE INFORMATION

GP Partner Roles

Training

Pendle View Medical Centre is a training practice and plays an active role in training GPs of the future. The partners are involved in the supervision of all training grades.

Dr W M Ions

Dr Ions provides an advisory role to the Primary Care Trust. He is also the Practice Based Commissioning lead for Pendle.

Dr D J Webborn

Dr Webborn remains an accredited trainer and educational supervisor as well as teaching medical students every Tuesday. Dr Webborn also teaches minor surgery for the Royal College of General Practitioners.

To enable the GPs to fulfil these roles it has been necessary to reduce the number of appointments available with them. Additional appointments are available with Dr Little and Dr Finnigan.

Dr A D Little

Dr Little has particular responsibilities for health and safety in the practice. He is also responsible for management issues.

Dr N Finnigan

We are delighted to announce that Dr Finnigan will become a partner at the practice from April 2010.

Pendle View Medical Centre Race for Life



Well done to all the practice staff who took part in the race for life on Sunday 10th May to raise money for cancer research.

SWINE FLU LINE

INFORMATION 0800 1 513 513

TREATMENT 0800 1 513 100

If you develop flu like symptoms please do not attend the surgery. So that the virus does not spread, firstly please call the flu information line above; NHS direct on 0845 4647 or the surgery from home. You will then be given advice on your symptoms and the next steps you should take.

Practice Closure

The practice will be closed for staff training

10th September, 13th October, 12th November
From 12.30-5pm

All emergencies can be dealt with by ringing
0845 2 26 26 26

Childhood Vaccinations

Childhood vaccinations are routinely given to children to protect them from many infectious diseases. All of the infections that are in the immunisation programme can lead to severe complications and even death. To ensure that your child is protected please attend all your appointments. If you are unsure whether your child is up-to-date with their vaccinations then please contact the surgery to speak to one of the nurses or health visitors. **Clinic times are Tuesday mornings 10-11.30**



If there is anything you would like to see included in the next edition of this newsletter, please send suggestions to: Jolene Gregory Practice Manager—Many Thanks!