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Visit
<http://ow.ly/TpQn30bqk9f>

or ask at Reception for this Newsletter to be emailed to you.

Contact Us

Tel: 01769 573101

Fax: 01769 574371

Web:
<http://www.southmoltonmedicalcentre.co.uk>

Email:
d-cg.southmoltonmedicalcentre@nhs.net

Opening Times:

8.30am – 6pm Monday to Friday

6.30pm – 8pm Monday and Tuesday evenings

We are closed Saturdays, Sundays and Bank Holidays

P3 Group - Patient Practice Partnership

We are always interested in recruiting new members. If you would like to join this group please contact the surgery and ask for more details on **01769 573101**, or ask at reception for further details.

South Molton Medical Centre Update

It has been three months since the merger of the two GP practices on 1st April 2017 and you have seen many changes within the new practice, South Molton Medical Centre. All the practice staff have been working extremely hard during difficult circumstances, adapting to changes within our different practice teams i.e. Nursing Team, Reception Team, Prescribing Team and Admin Team, combining practice protocols and policies, combining computer systems, and a new telephone system. In addition, during the first enabling building phase of our build project to become one practice the practice remained open to our patients. The practice now has one entrance, one main reception desk, and the two waiting rooms have become one.

The main build (Phase One) of our build project is due to start at the beginning of August 2017 and will last 60 weeks until completion. The rear of the South Molton Health Centre will be demolished to enable a new build two storey building with patient lift for easy access.

Whilst we are in the construction of Phase One it is our plan not to move out but to work around the build project which we realise will be challenging for everyone. At every stage we will be considering the safety of patients and staff.

P3 Group - Patient Practice Partnership

A P3 Group meeting took place on the 26th June 2017. The P3 Group meeting takes place every two months and a group of patients meet with our clinical team to discuss any concerns, problems, and feedback regarding the practice. The following concerns were highlighted which we are addressing at present:

The new telephone system

We are aware of the problems encountered when the new telephone system was installed at the beginning of the merger. We are receiving input from the telephone company to make adjustments to the telephone system and we are continuing to work on improving the telephone system so calls are answered efficiently and effectively with a patient centred focus.

Useful Contacts:

- Day Lewis Chemist
01769 572528
- Boots Chemist
01769 572576
- NEW Devon CCG, Crown
Yealm House, Pathfields
Business Park, South
Molton, EX36 3LH
Tel: 01769 575100
- Age Concern Pop-in
Centre, Broad Street,
South Molton
Open Mon – Sat (except
Wed) 9.30am – 12.30am
for advice, tea and coffee
- South Molton Volunteer
Bureau – provides car
service at a small charge
for those without
transport Tel: 01769
573167
- NDDC Office + South
Molton Town Council –
open 9.00am – 5.00pm,
Mon – Fri for all general
Council queries plus
specialist advice.
Tel: 01769 572501
- Patient Advice & Liaison
Service (PALS), Level 2,
NDDH. Tel:
01271 314090 Email:
ndht.PALS@nhs.net
- Patient Transport 01271
314332
- South Molton Community
Hospital 01769 572164
- North Devon District
Hospital 01271
322577
- Devon Primary Care Trust
01392 205205
- Care Direct 0845
155 1007
www.devon.gov.uk/caredirect
- Mr P Donner Optician
01769 572064
- Byrnes & Byrnes
Opticians 01769
579670

Patient queues at the Main Reception Desk

It has been brought to our attention that patients at times have to queue in order to speak with a receptionist to book themselves in for their appointment. To alleviate this problem we have introduced a self-check-in monitor which is situated on the reception desk. If you do not wish to speak with a receptionist and simply want to book yourself in please use the self-check-in monitor. This is very easy to operate: just tap the screen, enter your date of birth and first letter of your surname, the monitor will then display which GP or Nurse your appointment is with. Take a seat in the waiting room and you will be called when it is time for your appointment.

Appointment availability

Since the merger both practices have continued to work with the same amount of appointments and our practice patient list has not increased greatly.

With this in mind we ran an audit on our appointment system during the month of June 2017 which revealed the following:

104 Patients failed to attend their appointment to see the Health Care Assistant

77 Patients failed to attend their appointments to see the Practice Nurse

93 Patients failed to attend their appointments to see the GP.
- making a total of **274 appointments** that could have been offered to patients requesting to be seen urgently.

I know it is not always possible to inform the practice that you are not going to attend or you may have a genuine reason for not attending your appointment, but **it would be really helpful to let us know in advance if you cannot attend your appointment.** These appointments can then be offered to patients who really need them.

Please help us to help you



ZERO TOLERANCE POLICY



As a Practice we have responsibilities to our staff, patients and visitors. Mindful of our responsibilities, we have a **'zero tolerance'** approach to aggression and violence.

Patients who are aggressive or who behave in a violent way (including threats of violence) towards members of staff will be removed from our premises and our GP Practice patient list.

Social media sites: any comments seen may be taken as a breach of our **ZERO TOLERANCE POLICY**

If you have any comments or complaints, please write to the Practice Manager or ask a member of our reception team for a complaints form.