



CAN'T MAKE REGULAR SURGERY TIMES?

WE OFFER AN EXTENDED HOURS SERVICE EVERY WEDNESDAY!

DOCTOR'S APPOINTMENTS FROM 7.10AM TO 8AM AT ECKINGTON

NURSE APPOINTMENTS FROM 6.30PM TO 7.20PM AT RENISHAW

THESE APPOINTMENTS ARE PRE-BOOKABLE

Patient Practice Survey 2016 / 2017

The 2016/17 Patient Practice Survey is now available for patients to complete. Surveys can be found at the reception desks at each site, these can be completed whilst you wait in surgery for your appointment. Once completed please place your survey in the labelled box found on the reception desk.

Surveys will be available to complete until February 2017 before the results are collected and published in March 2017.

As mentioned in the Spring 2016 newsletter, the 2015/16 Patient Practice Survey results have now been published, these are available to view at each site as well as being available on our website and NHS choices page.

What to do when the surgery is closed

If you need urgent medical attention when the surgery is closed you should dial the NHS 111 service which is provided by a local organisation, Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your particular needs.

If NHS 111 is not available in your area please call 08444 122 239.



**KEEP
CALM
AND
GET YOUR
FLU VACCINE**

FLU VACCINATION WEEK

MONDAY 26TH SEPTEMBER TO FRIDAY 30TH SEPTEMBER

****** CALL OR VISIT RECEPTION TO BOOK IN NOW ******

Dr H R McMurray & Dr M Kurian | Renishaw Surgery

www.emmettcarrsurgery.co.uk

PATIENT NEWSLETTER

Autumn 2016

In this issue....

Information Update

Missed Appointments Between April & June

Patient Practice Survey 2016 / 2017

OUR PATIENT PARTICIPATION GROUP (PPG)

HAVE YOUR SAY AND MAKE A DIFFERENCE

What is a Patient Participation Group (PPG)?

A Patient Participation Group is a selection of patients and practice staff who meet at regular intervals and decide ways of making a positive contribution to the services and facilities offered by the practice to the patients.

Please help yourself to an information leaflet at Reception



Up-and-coming Meeting Dates

Wednesday 26th October 2016 @ 1pm

***2017 Dates to be Confirmed**

The above meetings will take place at the our **Renishaw Site**



DO WE HAVE YOUR CORRECT TELEPHONE NUMBER?
Please check with the receptionist to see if it is up-to-date

Information Update

We have been informed that the Imaging Department at Chesterfield Hospital have moved to a new Radiology System and that there are significant delays in reporting on X-rays, MRI and Ultrasound scans.

The usual timeframe for the practice to receive these types of results is 7 to 10 working days but currently it may take up to or in excess of 25 working days. The practice has been assured that they will process and attempt to reduce delays as soon as possible.

Missed Appointments Between April & June

Since implementing the 'Did Not Attend' policy in 2013, we have seen a significant drop in the amount of missed appointments at the practice.

However, between April & June 2016

29 GP appointments were missed

99 Nurse appointments were missed

In total this works out as 23 hours of missed appointments and essentially means that 128 patients have been unable to book in for an appointment because others have failed to cancel theirs when they have not required it.

If you cannot get to your appointment or no longer require it, please contact the surgery as soon as possible to cancel or rearrange. We will then be able to offer the appointment to others who may require it.



BOOK APPOINTMENTS, ORDER PRESCRIPTIONS, VIEW YOUR RECORD ONLINE WITH SYSTEMONLINE. PLEASE ASK RECEPTION FOR MORE DETAILS.