

# EMMETT CARR SURGERY PPG NEWSLETTER

[www.emmettcarrsurgery.co.uk](http://www.emmettcarrsurgery.co.uk)



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

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Spring 2016

Practice Survey Results, Up-and-Coming Bank Holidays, Hospital  
Bloods, Missed Appointments,

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## Practice Survey Results

The results for the 2015 / 2016 Patient Practice Survey are now available. These can be requested from Reception and viewed in the waiting room then return to reception before you leave.

There has been 231 responses which were completed between the months of July 2015 and January 2016. Overall the practice has received a very positive response on the surveys with a 92% patients being satisfied with the care being provided by our GP's and Nurse's, 86% of patients being seen within 24 hours when needing an urgent appointment and an impressive 99% satisfaction rate on the Practice's facilities, these are a few of the questions covered on the survey.

The 2016/2017 Patient Practice Survey will be available for you to complete from May 2016 through to February 2017.

### 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.



### **Up-and-coming Meeting Dates**

Wednesday 13th April 2016 @ 1pm

Wednesday 6th July 2016 @ 1pm

The above meetings will take place at the **Renishaw Surgery**

## Up-and-Coming Bank Holidays

Easter is early in 2016 falling towards the end of March.

**Renishaw Surgery** will close at **6.30pm on Thursday 24th March 2016** and will reopen at **8am on Tuesday 29th March 2016**

**Eckington Surgery** will close at **6.30pm on Thursday 24th March 2016** and will reopen at **8.30am on Tuesday 29th March 2016**

The surgery will also be closing on both May Bank Holidays also.

**Renishaw Surgery** will close at **6.30pm on Friday 29th April 2016** and will reopen at **8am on Tuesday 3rd May 2016**

**Eckington Surgery** will close at **6.30pm on Friday 29th April 2016** and will reopen at **8.30am on Tuesday 3rd May 2016**

**AND**

**Renishaw Surgery** will close at **6.30pm on Friday 27th May 2016** and will reopen at **8am on Tuesday 31st May 2016**

**Eckington Surgery** will close at **6.30pm on Friday 27th May 2016** and will reopen at **8.30am on Tuesday 31st May 2016**

During these closure times, if you need urgent medical attention 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.

### **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 7.30PM AT RENISHAW**

**THESE APPOINTMENTS ARE PRE-BOOKABLE**



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



## Missed Appointments

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 the overall figures are still quite high....

**In 2015**

**198 GP appointments were missed**

**366 Nurse appointments were missed**

**In total this works out as 94 hours of missed appointments and essentially means that 546 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.

## Hospital Bloods

If you visit the hospital and your consultant/Nurse at the hospital requests that you have blood tests taken please try wherever possible to have the tests at the Phlebotomy department within the hospital.

The practice is not responsible for blood tests requested by hospital staff. Limited capacity and resources within the practice means that we don't always have appointments available to undertake tests requested by clinicians working outside of the practice.