

# Cross Keys Practice Newsletter

**August 2007**

Over the last couple of years we have introduced new systems to help manage our appointments more successfully. These changes have included a new software application and telephone system, which have improved the level of access to your clinician. We would like to take this opportunity to thank you for your support and understanding and hope these improvements have helped your access to the surgery.

With every system, it is important that we regularly review and amend the way it operates to achieve the best results.

## ***Booking an Appointment***

Currently we release our morning appointments at 8:30 and our afternoon appointments at 2pm. From the **1<sup>st</sup> November 07** we will be dropping the 2pm system and all book on the day appointments will be released at 8:30am.

***(This means you will not need to call at 2pm)***

## ***Booking in Advance***

You can make an appointment with your desired clinician up to 4 weeks in advance. Approximately 40 percent of our appointments are available for booking in advance. Please be reminded that some GP's have longer waiting times than others.

## ***Nurse Practitioner***

We are pleased to announce that Ian Peach will be joining the practice in September. Ian is an experienced Nurse Practitioner who also works at Wycombe General Hospital. Ian will be working alongside Jayne Wellbelove.

## ***Attention – Patients on Atorvastatin (Lipitor) or Rosuvastatin (Crestor)***

The Primary Care Trust (PCT) which oversees GP's prescribing has asked all GPs in Buckinghamshire to change patients on Atorvastatin (Lipitor) or Rosuvastatin (Crestor) to Simvastatin. This will provide the PCT with enormous cost savings – freeing their resources for more effective clinical uses. It must be stressed that this will not disadvantage patients in any way. 40mg of Simvastatin is a direct equivalent to 10mg Atorvastatin or Rosuvastatin – i.e., it has the same effectiveness at lowering cholesterol. Indeed, there is more established data for both the effectiveness and safety of Simvastatin compared to Atorvastatin and Rosuvastatin. Should you have any questions, Please do not hesitate to telephone your usual GP.

### ***Triage Doctor***

Everyday we have one GP who deals with the overflow of appointments. Your request will be logged on our system and the triage doctor will call you back to discuss your enquiry. They have the ability to see you straight away if needed, or book you with another member of the clinical team. From our statistics approximately 11 people are seen on the day and 25 are consulted by telephone.

### ***Running Late***

Please help our Doctors to run on time. A third of our patient's book in for their appointment late. As you can imagine over the session this adds up. If you are over 10 minutes late it may not be possible to see the clinician that day, and another appointment will need to be made. This is entirely down to the individual clinician, at the time.

### ***DNA (did not attend)***

Our DNA rate ran at nearly 200 appointments a month and after introducing new systems we have managed to reduce it to around 110 a month. PLEASE, if you cannot make your appointment let us know ASAP so someone else may benefit.

### ***Home Visit***

We endeavour to visit our patients who are unable to come to the surgery. However, the procedure to book home visits has now changed and the Receptionist will NO longer be able to confirm a home visit. Instead a message will be put on to the relevant GP's / Triage message page. The GP will ring and discuss the request and attend as required.

### ***Feedback***

We are keen to hear your comments and have setup various ways to contact the surgery. You can write, fax, or email the surgery with your comments. Please address your chosen method to FEEDBACK. It may not be possible to reply to all your correspondence. If emailing, please put the word FEEDBACK in the subject line.

### ***Information Feedback***

We are introducing our own information screens within the surgery. At present we have one unit at our Risborough location and plan to expand this to two and one at Chinnor. These screens will allow us to keep you up-to-date with current changes/activities happening in your local surgery.

### ***Patient Participation Group (PPG)***

Our PPG meets regularly and are keen to recruit new members. This is another way you can be involved in the surgery and put suggestions forward. Please see their notice board for details.