



# Abbey Notes

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## Action on the issues raised by patients

**THE results of two patient surveys carried out last year at the Abbey Medical Centre were discussed at the last meeting of the Patient Participation Group.**

One was the Nottingham West Clinical Commissioning Group Patient Survey, which is being carried out again this year in the last week of January and the first week in February.

The 2015 survey response was excellent with 372 out of 389 surveys, based on a percentage of Abbey patients, completed.

Results were very good overall and in line with the Nottingham West CCG average. Doctors and staff were pleased with the excellent feedback from patients.

A number of issues raised are

under discussion. They include:

**Appointment availability:** Some patients raised the possibility of opening earlier and or later, at lunch times and weekends. Extending opening hours is under review by the practice, but though weekend opening is being discussed nationally, the Abbey has no plans to do this currently.

**Feedback when GPs are running late:** The receptionists try and inform patients of this when they arrive or whilst they are waiting. They will be looking into a way of informing patients who use the self check-in screen.

**Monitoring of patients who miss appointments:** There is a monthly search to find patients who have missed two appointments in six months and these

patients are written to. Those who do not attend an urgent sit-and-wait appointment they have made are contacted immediately.

Monthly rates of missed appointments and how much time is wasted are displayed on the waiting room screen.

**Provision of information on when it is appropriate to see a nurse and not a doctor:**

From time to time there is a display about this in the waiting room but sometimes it is removed to make way for details of other health campaigns, such as flu jabs. Patients can always talk to receptionists about this.

**Details of the second survey discussed appear over the page.**

### Views help to win over council

ABBEY Medical Centre patient group wrote to Broxtowe Borough Council asking them to think again about the proposed closure of public toilets in the borough.

Their voices were among many raised in opposition and the council has agreed to look again at the question.

Also taken up with the council was the refusal of a plan for new dementia bungalows at Bexhill Court, Central Avenue, Beeston. Abbey PPG persuaded the Nottingham West Clinical Commissioning Group's Patient Reference Group to write to the council and their views were taken into account when an amended plan was approved.

IT IS so far, so good for Janet Hunter, who has joined the Abbey Medical Centre as a part-time receptionist.

From Chilwell, Janet also helps with admin work and is enjoying the variety. On the reception desk from her second day, Janet said: "You never know what

## Who's new?

a patient is going to ask you next."

She has worked in customer services, but this is her first job in a doctor's surgery.

Married with two children, she enjoys watching gymnastics and has

been to many major competitions to see her son perform. She also loves to watch her daughter play national league hockey for Beeston and likes walking.

First impressions of the Abbey? "It is very friendly, supportive, and community-focused



Janet Hunter

# Better play area is on the agenda

A SECOND survey discussed was the annual Dignity and Respect Survey, which aims to monitor how patients feel they are dealt with at the surgery.

Patients who filled in the survey also mentioned appointment times and being told when doctors are running late, but also raised the following issues:

**Entrance doors:** Some patients said that the entrance doors are too heavy. The practice has already tried to obtain funding for automatic doors.

This will be re-visited and the possibility looked into of a disability press pad to open the door.

**Waiting room temperature in the summer:** The surgery will look at obtaining a device to open the high windows in the summer months.

**Improvements to the children's area:** This has

been previously discussed at a patient participation group meeting and £354 raised at a coffee morning held at the practice will be spent improving the children's play area and other parts of the waiting room.

### Mobility

The practice will also look at the general layout of the waiting room for patients with mobility problems.

**Patient call screen:** One patient was concerned about confidentiality when a patient's names flashes up in the waiting room.

This was discussed at the patient group and the surgery thought a numbered ticket system, like they use at the Queen's Medical Centre blood-taking department, would be difficult to operate because most days at the Abbey there are three GPs and two nurses on duty and patients come to see a specific person.

## Golden Years proves a hit with community

THE surgery will come alive to the sound of music on Thursday, March 31, when Beeston Ukelele Group are guests at the third Golden Years event.

Two previous afternoons of music, gentle exercise, meditation and advice, for people suffering from illnesses such as dementia and arthritis and their carers, have been well received. Dr Nick Browne said there had been "fantastic" feedback from patients and their families.

### Care package

Practice manager Debs Smith said the events, which are organised by the patient participation group with funding from Nottingham West Clinical Commissioning Group and Broxtowe Health Partnership, have also led to an improvement in the surgery carers' information pack.

The sessions, which take place from 1.30pm to 3.30pm, while the surgery is closed to other patients, are open to all, not just patients. Call Sue McNab on 0115 9221294 for more details.

