

# What's New at Crisp Street?

## Our Survey said.....

We recently conducted an online survey about changes to our appointment system. Thanks to those of you who responded.

The majority of you are happy with the recent changes that we have made to our services, including the time it takes for a clinician to call you back and the advice you were given. We were also delighted to see that so many of you know about our online services and are starting to use them. Many of you commented about phone answering which remains our priority for improvement.

## Flu Campaign 2013



*The Flu team at our recent Walk-In Clinic in October.*

We held a walk-in clinic on Saturday October 5<sup>th</sup> and it was a resounding success. Over 200 patients attended the surgery for their flu vaccinations.

We are still giving vaccinations, so if you are in one of the 'at risk' groups or are 65 years old and have received a letter from us – come in and see us.

Don't wait until the winter sets in.....make an appointment with us today.

## DNA's!

Please note that the number of missed appointments has risen to the extent that we are removing patients who keep missing their appointments. We are sorry to do this, but our resources are scarce. Please let us know in plenty of time if you cannot attend.

## Data Sharing

If you do not want your personal data to be added to the NHS Summary Care Record (which is accessed by other parts of the NHS including A&E) you need to complete an opt-out form, available from reception or download from our web site, and hand it in. In addition, the NHS is proposing to use your data anonymously for planning health services. Again, if you do not wish your data to be used in this way you will need to opt out using the same form.

## Booking Appointments

Some of you have asked about the 48 hour target. The Government stopped this target last year. At Crisp Street, you can still book in advance, but if you wish to be seen on the day we will ask a clinician to speak to you first, who will then book the appointment for you that's best.

## Confidentiality

Some of you have been worried about confidentiality in the waiting room. You may notice we have made some changes to the seating in our waiting area, as well as adding a queue barrier. We hope you approve of the changes. Your confidentiality is important to us. Please ask to speak to a receptionist away from the main desk if you have concerns.

## Patient Participation Group

Our next meeting will be held at the Centre on 14<sup>th</sup> January 2014 between 6-7pm. Light refreshments will be provided.

## Your say.....

If you would like to contribute towards our next newsletter, please let me know.

Janet Pascoe, Deputy Practice Manager