

2016 PATIENTS' SURVEY

Members of the Patients Participation Group conducted a survey of patients views on behalf of the Practice earlier in the year. The data has been collated and analyzed. The most noticeable areas needing attention are as follows:

- ◆ There was a large disparity between usage of the booking-in screen at the two surgeries. Desborough recorded a 93.6% competence in screen usage whilst of the Rothwell patients surveyed 64.6% did not know how.
- ◆ On the question of being overheard by other patients whilst at the reception desk more than 33% of those questioned were unhappy with the situation.
- ◆ Getting through to the surgery by phone still seemed problematic for many patients with over 55% of Desborough patients finding it harder then. Getting to speak to the Doctor also proved harder for 31% of patients there. Rothwell however recorded noticeably less issues on these two points.
- ◆ Awareness of on-line booking services seems to be an area requiring better communication.as 43% of Desborough patients were unaware of this facility. Rothwell recorded 36% of those questioned being unaware.

The PPG is working with the Practice to address these problems and try to ensure that the patient experience is improved. Elsewhere in this newsletter is a guide to the use of the on-line services.

PATIENT PARTICIPATION GROUP

We have vacancies on our committee and we will welcome any members of the virtual group to take up the posts. Our meetings are usually on the first Tuesday of the month and are held at the Desborough surgery and start at 12 noon. We are always keen for patients to join our virtual group particularly if you have a skill that would be useful; all you need is an e-mail address for contact purposes and an interest in helping us to support the Practice. Ask at reception for details of how to volunteer.

MAKING THE MOST OF THE ON-LINE SERVICES

Apply at reception to get access to online services...make sure you bring some identity as requested. Then it's time to avail yourself of the services:

- > Book an appointment to see a doctor up to two weeks in advance. On the day appointments are available—online booking available 24/7.
- > Organise your repeat prescription.
- > Find out your test results (this needs setting up separately)

Ask at reception for fuller details. Please note that these services can only be organised via reception.

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STAFF PROFILE

Dr Hetherington completed her medical education at the University of Leicester. After completing her surgical exams, she decided to pursue General Practice. Her General Practice training was undertaken and completed in the North-East of England.

Dr Hetherington initially worked as a locum for Rothwell and Desborough Surgeries before joining as a partner in 2015.

SELF CARE FOR LIFE

- ⇒ Be mindful of your self, health and happiness this winter.
- ⇒ Take control of your health—be in control of your life.
- ⇒ Ask your pharmacist for advice to help self care for life.
- ⇒ For tips to live well NHS Choices can help: <http://bit.ly/1pKzd7e>
- ⇒ Don't spend 4 hours in A&E with a cough or cold - treat yourself or take advice from your pharmacist
- ⇒ Activity is key to long term physical health and mental wellbeing.
- ⇒ Antibiotics don't work on sore throats, coughs or colds
- ⇒ You don't need to stay away from work with sore throats, coughs or colds.



Northamptonshire Carers was formed in 1994 and is an independent local charity that is part of Carers Trust for Carers national network of Carers Centres and services. We are a countrywide service offering support to Carers and Young Carers. We are staffed by people who understand the physical and emotional strain that looking after someone can involve – as well as the pleasure it can bring. Having a person to talk to and having your rights explained may help your situation, and listening to your experiences and needs enables us to help you. If you are a carer we would ask that you register that fact at reception or complete the form available in the waiting room, please.

For more information go to www.northamptonshire-carers.org or

ring 01933 677837