

Easter - Surgery Closure Dates

The surgery will be closed on Good Friday and Easter Bank Holiday Monday. All other opening times remain as normal.

Remember should you require medical advice when the surgery is closed please dial 111.

******In an emergency, please dial 999******

A couple of things we recently raised with the surgery

We recently reported to the practice the problems patients were sometimes having in getting through on the telephone to book appointments especially in the mornings. Debra Surallie (Practice Manager) has come back with the following comment;

“With regards to the phones, your point was raised with staff regarding the delay in answering. This is an issue as we have 8 lines coming in and 3 staff answering.

Obviously this means that patients will be waiting and this can be frustrating, especially at peak periods. To that end the partners have decided to up-date the phone system and it is hoped it will be operational by mid April. I do hope patients will see an improvement in terms of being directed to the right person more quickly and with a rough estimate of how long they will be waiting”.

“You mentioned at the last meeting that staff were not wearing their badges. I had a word with staff and many of the badges are broken. These have now been replaced and staff on reception should be wearing them from now on”.

Toys in the Waiting Area

Recently we heard from David Beckham who left a message in the suggestion box. He would like more toys to be available while he waits to see the doctor. Regrettably the Care Quality Commission have had a say in the matter and because they insist the surgery disinfects the toy after every time a child plays with it they are going to have to be removed altogether. We are very sorry to disappoint David and hope his mother can explain the reasons to him.

Staff News

Dr Kanga returns from maternity leave on Wednesday 8th April initially for one day a week.

Wendy Cohen, who has had previous experience in the role, joins the staff on Tuesday 7th April as Assistant Practice Manager.

“Friends of” Contacts for those with/without computers

Co-Chairs

Peter Dodds 01342 713046 / Glynn Roche 01342 317309

Secretary Caroline Custard 01342 715181 Acting Treasurer Peter Dodds

For those with computers wanting contact us or raise questions go to www.friendsofcdhc.co.uk

Are You Online?

We would love you to register with the doctor's surgery www.chdc.co.uk

Friends of Crawley Down Health Centre

Newsletter
No 3
Spring 2015



Welcome to our 3rd newsletter

Our aim is to bring news to you regarding new and developing health matters relating to the surgery and in general under the new NHS. Each newsletter will have one main theme (see page 2 plus other news).

A special thanks are owed to The Crawley Down Residents Association who contributed £200.00 to help us with our running costs (mainly ink for newsletter and website charges) and to all of you who shopped at Waitrose East Grinstead in February using your green tokens to vote for us. This raised a magnificent £540.00!

About us

Our volunteer group is made up of patients registered with the Crawley Down Health Centre. We are affiliated with the [National Association for Patient Participation \(NAPP\)](#). From the 1st April 2013 [The Health and Social Care Act 2012](#) became law and it aims to introduce ‘**real patient choice**’ into how health care is administered in the future.

As a group, we firmly believe that two-way communication is the best way forward so please let us have your comments via the suggestion box, situated in the surgery waiting area, or by using our patient dedicated website at: www.friendsofcdhc.co.uk.

Would you like to get involved in our group?

We are always on the look out to attract new talent!

If you feel you could contribute to the Group there are places available on the committee. Just contact Peter Dodds, Glynn Roche or Caroline Custard (see end of newsletter for details).

Travelling to hospital and/or healthcare facilities?

Did you know you may be able to get some help using the **NHS Patient Transport Bureau**? To be eligible for free non-urgent patient transport to hospital you must have a clinical need. You cannot use this service if you are visiting your GP surgery, dentist, pharmacist or optician.

For further information please contact the Patient Transport Bureau: **Tel. 0300 111 2131**

Website News

Recently your co-chairs gave a presentation of our website to the CPRG. It was received really well and now a further presentation is suggested be given to the CCG Locality Group with a view to exploring whether the website could be replicated for other PPGs in our area.

Our Main theme for Spring 2015 Newsletter

Having a Blood Test?

This is one of the most common procedures we go through and yet it is not without its variations and logistical complications.

Dr Jefferies has written the attached article to explain the procedures available and what the surgery considers is in the patients' best interests.

BLOOD TESTING AT CRAWLEY DOWN HEALTH CENTRE

Generally speaking there are **three** situations where this can occur:

(A) - when requested by hospitals

When patients attend local hospitals and follow up blood tests are requested, historically the patient has had 2 options;

- 1) Attend the hospitals blood taking department.
- 2) Attend the health centre.

If the patient uses option 2 our admin staff would forward on the result, once received, to the relevant department but this has several flaws.

The first is due to the large volume of these requests we now receive which involves very significant processing time by our staff in forwarding the results making the task no longer sustainable.

Secondly **there is no guarantee the result gets to the right set of notes/department/consultant** (we know it often doesn't). If it does it will only be a paper copy which makes it harder to view trends/changes in results. However, this is not a problem when the bloods are taken by the hospital as they will be on their IT system which allows for easy review/monitoring.

For these reasons Option 1 **is ultimately better for patient care**- and as a result, we **STRONGLY** recommend that if a hospital requests bloods from a patient they should have them taken at the hospital's blood taking department. We realise there may be some inconvenience re travel BUT it is in the patients BEST interest.

If a patient insists on Option 2 then we have decided that the best result for them will be achieved if they take on the responsibility of collecting the result (which will include a copying charge of 50p) and make their own arrangements to forward that result onto their consultant and/or hospital.

We realise that some hospitals may be further away BUT, generally tests are requested

during clinic appointments and it may just mean hanging on a bit longer to get them done. If tests are requested by Private Hospitals then these should always be done by those hospitals - the consultants are aware of this and shouldn't ask for them to be performed at the Health Centre.

(B) - where we at the Health Centre request them.

For bloods requested by ourselves patients can request copies of results but will be charged a copying fee as indicated.

(C) - where patients have their bloods checked regularly at the Health centre as part of a "shared care" service with the local hospitals.

This will continue to happen BUT results will not be forwarded onto the hospitals - INSTEAD results will be recorded onto a patient held record which will be updated (by the nurse) every time they attend for the next blood test. This record can then be shown to their consultant at subsequent visits but importantly will have the added advantage of a patient held record which could be shown to other health care agencies if ever required. Patients can still request full copies of their results but will be charged a copying fee.

The 10 minute per ailment/ appointment rule

Some of you seeing a doctor recently may have been aware that at times they were running very late, in fact up to an hour on occasions.

This obviously puts a strain on you the patient, the doctors and the system in general. As there are only a finite number of doctor hours available for appointments in any one day they do constantly strive to keep on time but this is not always possible as they want to deal with everyone's ailments as thoroughly as possible.

Trying to stick to 10 minutes per appointment per ailment does help and the surgery are asking you to please bear this in mind.

New Surgery Computer System coming

The old system really is on its last legs and the new system can't come too soon. However, as with all new computer systems we are warned to expect teething problems.

A vast amount of data has to be transferred overnight and in the following few days from the old to the new system. The critical date is 23rd June 2015 and one of the effects of its implementation is that, until it is up and running, one will not be able to book appointments for a date beyond 22nd June. Unfortunately there is no way round this but it is hoped that the disruption will be smoothed out after about a week. Triage will, of course, operate normally during the change over period.

Please also make sure you order your prescription medication well in advance before the period in question as this will also be affected.