

Practice Newsletter



Dr M L Swami & Partners

Welcome to our seventh issue of our new GP Newsletter - We hope you find the information helpful.

**New Patient Registrations**

As of 14<sup>th</sup> February we will be re-opening the books at Russell Street for new patient registrations.

**In-house patient survey**

Overall the results from the survey were very positive achieving above 85%. only 2 areas were below average and need improvement 'Rating of nurse listening to you' & "Waiting time once you arrive at the practice. The following actions have been put into place:

- 1, Practice nurses have been given a leaflet '10 Tips of effective and active listening skills' and a full time Nurse has been employed to cover all 3 sites.
- 2, GP in question will do a time management online course to improve patient waiting times.

**Diabetic Eye Screening**

Burghfield Health Centre will be holding a Diabetic Eye Screening clinic on 27<sup>th</sup> February and @ Coley Park on 20<sup>th</sup> March 2017. This is a very important annual event for patients with Diabetes. If you are a Diabetic patient at our practice and wish to make an appointment please telephone: 0300 365 3937

**Carers 'Are you looking after someone'**

There is free, personalised support available for patients at our practice. If you or someone you know is providing much needed care for a loved one please contact:

Carers Hub 01183247333 lines are open Monday-Friday 9am-5pm..

In the waiting room at all 3 sites, we also have 'Carers identification' referral forms. Please feel free to complete one and hand it into Reception and the Practice Manager will pass your details onto the Carers Hub who will contact you direct and advice you of what support is on offer to you.

**Patient Online Services**

If you would like to register for our online services please ask at Reception. This will enable you to book your appointments and order your repeat prescriptions at a convenient time.

**Did not attend appointment results (DNA)**

MONTH	AVAILABLE APPTS	DNA
Jan	3013	228
Feb	2988	218

A big thank you to all our patients who show up to pre-booked appointments; the amount of DNA's for Jan/Feb has improved which is very encouraging. Please ensure we have your correct mobile number on file so that you can receive appointment text reminders. If for any reason you cannot attend an appointment please notify us, well in advance, so that we can offer this appointment to someone else.

Once again if you have any suggestions please speak with the Practice Manager.  
Thank you Kerrie Naish/Practice Manager