



Milman & Kennet Surgery

Quarterly Newsletter – No 3 (Autumn 2023)

WHAT'S NEW

You may have noticed that the signage in the Milman and Kennet surgeries has been updated. This has been done to reflect the change of name of the Practice and the Partnership. The other sites will soon have their signage updated to match.

YOU SAID, WE DID

The prescription process has been updated to factor in delays caused by necessary checking activities, allowing patients to get realistic timeframes.

Reception will now update checked in patients of any delays through clinicians running late wherever possible.

As you are all aware the Surgery had a new telephone system installed in January 2023 and it is coming up to its first anniversary. We are pleased to say that in the first six months of the year we saw over 25% of the calls answered in less than one minute and nearly 60% in under five minutes. There are still some longer waiting times occurring during the peak period of 8 am to 9 am, but the new system allows callers to use a call-back facility which retains their place in the call but allows them to hang up while you move to the first place in the queue. We are seeing a growing trend in the use of this facility.

Blood tests are now being carried out at the Royal Berkshire Hospital rather than in the Surgery. This is being done to maximise the efficiency of our clinicians and Surgery space. This is a common practice for the GP practices across Reading and utilises the NHS services in the most efficient manner.

Month 2023	Responses (Friends & Family)	Theme	You Said, We Did Actions
June	495	Prescriptions generated by Allied Health Professionals	Some of our Allied Health Professionals (AHPs) are able to make treatment plans but are not authorised to sign prescriptions. Because of this, they work closely with a supervisor who will review their plan and sign any prescriptions as required. This is why there can sometimes be a delay in them being available to collect from your pharmacy. All of the AHPs will let the patients know that this <u>may</u> not be done until the end of the day when they have debriefed with the supervisor.
July	397	Waiting time for appointment once checked in	Regrettably, there are occasions when a clinician's appointments will run late as they deal with more complex issues. The receptionist team will advise patients on check in that there may be a delay so that they are aware of the situation.
Sep	495	Communication	One of the biggest issues during September was patients being sent to the wrong waiting room by reception. There have been some changes to the room layouts recently so please bear us whilst everyone finds their bearings. This is equally frustrating for the clinicians who are trying to find you.

Flu and COVID vaccinations:

The Flu Jab Programme started in earnest in late September and we are making great progress in providing the flu vaccination to the eligible cohorts. There is still time to book so if you are eligible for the Flu Vaccination you will have received an invitation. Please call the surgery to book your appointment. Please note that the 50-64 year cohort is NOT included in the NHS Flu vaccination programme this year. People in this group will be able to pay for the Flu vaccination at those pharmacies that will be delivering them.

Covid Autumn Boosters. These are being provided at local pharmacies – to book an appointment, please call 119 or visit www.nhs.uk.

Going Digital with the NHS:

We understand that not everyone feels confident when using digital options, but we want you to know what is available to you, should you be open to exploring new ways of accessing our GP service. By using services online, this will free up the phone lines and reduce the expected waiting times. Our online services help you book appointments, order repeat prescriptions and view your medical record. Many patients find this more convenient than calling the Practice. We are also working on offering a wider selection of online appointments.

Along with our website, you can also use the NHS App. This allows you to check your medical record, appointments, prescriptions, results and many other things online. For more information please visit: [About the NHS App - NHS \(www.nhs.uk\)](#). We acknowledge that the download process can be challenging and if you need additional support, you can find step-by-step instructions on the NHS website, here: [NHS account help and support - NHS \(www.nhs.uk\)](#)

Prospective Access – Online:

The surgery has now “gone live” providing you with access to your medical record from 4th October 2023 via the [NHS App](#). This will contain details of consultations, medication, appointments, test results etc since that date moving forward. There are some situations where it is deemed inappropriate to allow patients to have access and we have deactivated this functionality – if this is the case for you and you are confused as to why, please call the surgery and we will arrange for you to speak to somebody who will reassure you. Additional communication regarding this is in the process of being sent to all patients via text message and will also be on our website.

Did Not Attend (DNA) Information:

We understand there are many reasons why patients cannot attend appointments that they have booked, but when this occurs without the Surgery being notified it can lead to serious impacts. A DNA appointment is when a patient does not turn up for their appointment and does not inform the Surgery in advance. Between June and August 2023, we had 795 DNA appointments and this equates to a loss of 26.5 GP days – days which could have been put to use meeting with other patients. A survey is being undertaken by the Surgery to better understand the causes of the current DNA situation. We ask that if you cannot make a booked appointment, you let the Surgery know as soon as possible so that your appointment time can be reused and you can get an updated appointment time if required.

Friends and Family Test (FFT):

Patients are contacted after booked appointments to provide feedback. Recent feedback shows 87% rated the Surgery as Good or Very Good, and 6% as Poor or Very Poor. Any written feedback given is included in the ‘You Said, We Did’ analysis.

YOUR VIEWS MATTER

We have a well-established **Patients Participation Group (PPG)** who act as the ‘voice of the patients’ reflecting views and opinions and thereby having a say in changes and decisions within the Surgery. We need and value the input from a wide range of patients especially the ones who are busy or with children or who may be carers for someone. The PPG has a virtual community and you can keep in touch by using email (ppgmilmankennet@gmail.com) to raise issues, ask questions or be kept informed about PPG matters.

On a regular basis the PPG reviews its Terms of Reference to ensure it is still aligned to the needs of the group and the wider Surgery population. A review took place this summer and the new document is now available on the PG noticeboards in the Milman and Kennet surgeries. If you want to see the details and cannot visit the surgeries, please request a copy via the PPG email (ppgmilmankennet@gmail.com).

CONTACT POINTS

Surgery Switchboard	0118 986 2286 (from 08:00)
Surgery Email	bobicb-bw.milman.kennet@nhs.net
Surgery Website	Milman & Kennet Surgery (milmanandkennetsurgery.co.uk)
Surgery Opening Hours	Mon-Fri 08.00 - 18.30 Early morning, Saturday and evening appointments are available, please ask reception
Please see the website for more details	