



# Laurel Bank Surgery NEWS

Malpas, Cheshire SY14 8PS Tel: 01948 860205 Fax: 01948 860

Spring 2009



## Staff Update!



Dr Richard Henney

Dr Richard Henney has joined the Doctors and is rapidly settling in. He trained in Liverpool and comes from Sale, near Manchester. We all wish him well for a long and happy career as a GP in Malpas.

Over this winter Dr Chris Hulbert enjoyed an extended holiday in New Zealand, not only travelling around both islands but also seeing something of the way medicine is

organised there, including remote rural practice. Despite the many problems of the NHS we have things to be thankful for, including easy and free access to GPs; New Zealand has a severe shortage!

From May Dr Hulbert will be working part-time and will be supported by both Dr Emma Taylor and Dr Andrew Greenwood, who kindly worked as his locum.



### Surgery Opening Times:

**Monday to Friday  
8:00 to 6:30pm**

### Dispensary Opening Times:

**Monday to Friday  
8:00am to 6:30pm  
(closed each day from  
1pm to 3pm)**

Please allow 2 working days

for repeat prescriptions, which can be ordered by letter, by fax on 01948 860142 or by using EMIS

Access via our website: [www.malpassurgery.co.uk](http://www.malpassurgery.co.uk).

As a last resort, you can order by telephone on 01948 860506 between 8am and 9am Mon to Fri.

Prescriptions can be collected in person, sent by post on receipt of an SAE, or sent directly to P Williams the Chemist in Malpas.



## Repeat Prescription Ordering Changes

**With effect from Monday 11<sup>th</sup> May 2009 the telephone answering service for ordering repeat prescriptions will change. The telephone will be answered between 8am and 9am each weekday.**

We are the only practice within the area that continues to accept requests for repeat prescriptions by 'phone. This has an impact on the staffing level within the dispensary and has a knock-on effect on the smooth working within the dispensary. In an effort to prevent mistakes from happening it is necessary to alter some aspects of the working arrangements in order to maintain the service.

We offer various ways for you to order your repeat prescriptions.

You can use the **REQUEST SLIP**. This is the counterfoil to your prescription and is stapled to your prescription bag. The desired item(s) can be marked and the slip

posted to us or left in the boxes at the front door, on the dispensary counter or at the Malpas Chemist.

You can order **ON-LINE** using EMISACCESS: You must register to use this system, please contact the Dispenser who will issue your password and details on how to use it. Further information can be found on our website at [www.malpassurgery.co.uk](http://www.malpassurgery.co.uk) (We cannot guarantee this service as it is subject to the nature of electronic distribution via the internet.)

You can order by **FAX** to 01948 860142: You can fax the request slip or a written request. We have safehaven fax facilities.

As a last resort, you can still order by **TELEPHONE** to 01948 860506 each weekday between 8am & 9am.

**In all cases, please give TWO WORKING DAYS notice to allow for the**

**prescription to be prepared and dispensed safely.**

Please do not ask for any medication which is not on your repeat prescription.

Please order your repeat prescriptions all together once a month. The Dispenser will help you to organise this.

Ensure that you order in sufficient time so that you do not run out (at least 1 week before you finish your tablets).

The Dispensary opens every weekday from **8am to 1pm** and **3pm to 6.30pm**.

Please note the Dispensary is **closed between 1pm and 3pm each day** to allow the Dispensers to carry out their work.

Please do not call to collect your prescription when they are closed.

## STOP PRESS!

*Please remember to call us if you are unable to attend for your appointment. Someone else could use that time and appointment slots are at a premium!  
Thank you!*

☺ ☺ ☺ ☺ We would like to thank N & J Owen for all their help ☺ ☺ ☺ ☺  
☺ ☺ in distributing this newsletter since we started in September 2005! ☺ ☺

## Annual Patient Questionnaire Results

Thank you for taking the time to complete our annual General Practice Assessment Questionnaire. We are very pleased to confirm that our patients have evaluated the practice above the benchmark levels in all areas. Please see the table shown to see how we scored compared to the national average.

We noted that this year there was a significant increase in the number of patients who did not reply to the questionnaire. We know that people are weary of being asked to complete these generally.

However, overall 92% of respondents were either completely or very satisfied with the practice this year. We take on board all the comments and analysis of the replies and put together an action plan to work on during the year.

Again, thank you for your help.

The Department of Health has decided to extend the national Survey by running it quarterly from 1st April 2009. 5.7 million patients will be asked to take part each year - you may well be one of them!

Question: Satisfaction with...	Our Score	National Average
Receptionists	83%	75%
Opening Hours	73%	63%
Availability with a particular doctor	73%	58%
Availability with any doctor	82%	67%
Waiting times at the practice	66%	53%
Phoning through to the practice	68%	57%
Phoning through to the doctor for advice	71%	56%
Continuity of care	76%	66%
Doctors questioning	83%	75%
How well the doctor listens	84%	77%
How well the doctor put patient at ease	83%	78%
How much doctor involves patient	82%	75%
Doctor's explanations	83%	77%
Time doctor spends	78%	73%
Doctor's patience/respect	82%	76%
Doctor's caring and concern/reassurance	83%	77%
How the nurse listened to what you say	80%	77%
Quality of care the nurse provided	82%	78%
How well the nurse(s) explained your health problems	80%	77%
<b>Overall Satisfaction with Practice</b>	<b>86%</b>	



### EXTRA APPTS.

Please remember that if you need an appointment with a Practice Nurse or Doctor outside the normal working hours of the practice (8am to 6:30pm) you can book an appointment with the Extended Hours Appointment Service on 01244 364700.

They offer appointments between 6:30pm to 8pm from Monday to Friday and 10am to 12noon on Saturdays. The clinics are held at Tattenhall (Wednesday to Saturday), Helsby Health Centre (Monday and Tuesday), St Martin's Clinic, Chester, and Ellesmere Port Hospital. The appointment must be made in advance - it is not an emergency service.

### Defibrillator Donation

We are delighted to accept a Defibrillator machine that has been kindly donated to the surgery by the North West Mersey Ambulance Service. They have also donated the cost of its up-keep too! This machine is for the Doctors to use on urgent visits to any patient with chest pain.

We are most grateful for their kindness in the donation of this useful piece of medical equipment for the benefit of the patients of this practice.



### Emergency / OOH Cover

⇒ **EMERGENCIES**

*In the event of a serious problem, such as chest pain or collapse, call 999 immediately.*

⇒ **OUT-OF-HOURS COVER**

*Medical advice is always available for emergencies at night, weekends and all bank holidays.*

*If you require advice urgently, please call 01948 860205.*

*The recorded message will give you the number to ring in order to contact the Out-of-Hours service.*

⇒ **NHS DIRECT**

*Contact on 08454647 for non-urgent advice.*