

WELCOME TO THE WINTER EDITION OF

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Pendeen News

Welcome to the winter addition of the Pendeen newsletter! In this issue we will be informing you of how our flu clinic went, If you are still able to get your flu jab, our fantastic charity cake sale, fun photos of our day and plenty more!

You may have noticed that this year's flu campaign was delayed, due to the delivery of the vaccine from our suppliers.

We did however run a Saturday flu clinic with a difference this year! We invited lots of different local organisations to join us to update patients of events running in Ross and the surrounding area. We were kindly joined by Forest of Dean & Wye Valley Men's Shed, Haygrove Community Gardens, Ross Meeting Centre, Carers Support and our very own Online Access Support/Help guide.

We also held a fantastic charity cake sale in aid of St Michaels hospice which raised a brilliant £158.35! Thank you so much to each and every one of you who kindly donated towards those scrummy cakes and bakes. We could not have done it without you!



This years flu clinic was an absolute success and certainly one we could not have done without the superb effort from all of our wonderful Nurses, Doctors and Admin team. Lots of planning ahead and extra work in the run down to our flu clinic most certainly paid off. We are extremely grateful to all of our patients for taking the time to fill in our questionnaire and giving us your thoughts on the day. Without your valuable feedback, we would not be able to improve our services to you.

Haven't had your flu jab yet? Do not panic! Are you aged 65 or over?

For those patients aged 65 or over who have not yet had their flu jab, you still have time. We do however, only have limited supply so please book your appointment at reception as soon as you can.

Once we have run out of vaccines, we will not be getting another delivery in!

All of your very important feedback!



As previously mentioned on page 1, your feedback is absolutely key to us and we value all of your thoughts, both positive and negative! We really do listen to your comments and try to make improvements for next time, making sure that we provide the best possible service to you. We have tried below to answer a few of the questions that patients gave us on the day.

Why does it take so long to get a routine doctors appointment?

There are many reasons why our waiting times have increased, we experience a high number of DNA (did not attend) appointments in the last month this amounted to 50 wasted doctors appointments (2 days of doctor time).

Our funding for patient access was removed by NHS England, this money amounted to the equivalent of one full time doctor and a full time nurse.

Problems with GP recruitment, we advertised for over 3 months when Doctors Bathurst and Cadbury left, and we didn't have one application form.



Why do you not employ full time doctors? Why are they all part-time?

All of our doctors work 3 days a week, a full time doctor is defined as working 8 sessions (4 days) in a day our doctor normally work 12-13 hours, this is made up by phone calls, routine booked appointments, on the day emergencies, home visits for bed bound patients, laboratory results, hospital letters, referrals, tasks, routine and emergency medication requests and general admin. If a GP was to do this 5 days a week they would on average work over 65 hours a week which is unsafe.

Could you improve the car-park?

We have over the years written to the council to try and change the surrounding street parking to a limited time/drop off only, especially on Sussex avenue where the spaces are used by town workers, however, after consulting with local householders this was rejected. We have very limited parking at the surgery and wherever possible encourage walking or cycling. It is an issue that our PPG are currently looking into.

Improve the RAC service?

We have had some major changes to the way we run our "Rapid Access Clinic" in the last month, sadly we have lost Karen Williams to another surgery and Andy Hayles to A&E. This however, did give the Partners a chance to redesign the service and look at what was liked by patients. We decided we needed another GP and took on Dr Ritson, and have recruited two paramedics to work as Primary Care Practitioners alongside Andrew Beechey our in-house pharmacist. The RAC team will primarily triage all of on the day urgent appointments and where appropriate are able to access the duty doctor.

Please help us to continually improve by filling in feedback forms once you have been to see the RAC team.

We did have lots of lovely comments which we truly appreciate, 100% of patients surveyed felt that the reception team were good or excellent at their job. 98% of patients felt that overall they had a very good or good experience at the surgery.



"I am very pleased with GP service"



"Diabetic nurse is great"