



SPILSBY SURGERY PPG PATIENT PARTICIPATION GROUP



NOVEMBER 2017 NEWSLETTER



Tumbleweed sighted in the Surgery

'Confirmation bias' is the tendency to search for, interpret and favour evidence to support one's pre-existing beliefs.

It has been brought to the attention of your PPG that when it might take three weeks to book a routine GP appointment, there are times when our waiting room looks somewhat empty of patients. Why might that be?

Long gone are the days when your GP did nothing but see patients. Health care has become more complex and more demanding. There is evidence that doctors consulting patients for more than seven half-day sessions each week are prone to burn out. Your GPs frequently work an eleven hour day, so that they can clock up full-time hours before Thursday lunchtime! Worn down doctors don't provide safe or compassionate care.

We have most hands on deck at the busiest times of the week – Monday and Friday. On other days some of us will be fulfilling the other roles the NHS expects of us – commissioning local healthcare, teaching and training, managing this surgery and other care providers, pursuing specialist clinical roles or representing the needs of GPs and their patients on a county stage.

We are only a medium-sized GP practice and team. A trickle of patients in the waiting room does not reflect a dearth of activity. Whilst one GP may be seeing booked appointments, our duty doctor will be doing telephone consultations and triage. The Advanced Nurse Practitioner or a GP will be undertaking a 'ward round' of care home patients. Although it is good to stagger appointments across the working day, it is also necessary to create protected time for team meetings to discuss, plan and improve patient care.

CHRISTMAS OPENING



Christmas Eve	CLOSED
Christmas Day	CLOSED
Boxing Day	CLOSED
27 th December	USUAL HOURS

**REMINDER – PLEASE ORDER
PRESCRIPTIONS IN GOOD TIME**



TELEPHONE

It appears that some patients have had problems using the automated telephone system when wishing to make appointments.

Please do not press option 1 unless you wish to make an appointment using the automated system. If you wish to speak to reception to make an appointment, order a prescription etc. please choose **option 2**.

Every hour spent consulting patients face to face generates another half hour of administration; reading letters, dictating letters, completing forms and reports, requesting tests, interpreting tests, making phone calls to patients and colleagues, chasing up stuff that other parts of the health service should have done but hasn't ...

Please remember that a quiet waiting room in no way reflects the volume of care and the intensity of work in General Practice.

PPG

Following the PPG Annual General Meeting on 11th October 2017, we are pleased to report that we have 4 new members. We would like to thank the other patients who attended this meeting.

If you have any queries or concerns regarding the Spilsby Surgery please contact Jason Longstaff, Practice Manager, who will discuss any issues raised at the next PPG meeting.

PPG minutes are available on the surgery website for your perusal.

REMINDER: An online booking facility is available for all patients. In order to use the service you will need to complete a consent form available at the surgery. The surgery will then supply you with your username and password with which you can log onto the on line booking facility. By signing up for this system it is easy to make appointments online (or cancel if you are unable to attend) and order repeat prescriptions.

STOP PRESS: The final Flu Clinic session will be held in the Franklin Hall on Saturday 25th November 2017. If you eligible for the vaccination, and have not already made an appointment, please contact Reception.

If you have not already had your vaccination, and cannot attend on the 25th November, please speak to Reception to make an alternative appointment.