

The Bartlett Bulletin

The voice of Bartlett Group Practice in Ash Vale & Frimley Green

Issue 2 August 2017

Patient Newsletter

Welcome

Welcome to a new look Bartlett Group patient newsletter - 'The Bartlett Bulletin'. This is the second issue of a single newsletter for patients across Bartlett Group Practice. Ideas and suggestions for future copies would be most welcome.

Staff Changes

Dr Naomi Evans (Frimley Green) is returning from maternity leave on the 31st July, and we are delighted to announce she will join us as a partner on her return.

Dr Ekua Annobil (Ash Vale) – leaves 21st August > She has been with the practice for 8 years and is leaving to travel with her family. We wish her well on her travels.

Dr Victoria Withnell (Frimley Green) will shortly complete her GP training with us and will be leaving 10th August. She has accepted a position at a practice in Fleet, and we wish her well for the future.

Dr Mary Elliott (Frimley Green) who has been doing a maternity locum at Frimley Green will be leaving us at the end of July. Mary is moving to Tanzania with her family, and we wish her all the best.

Jon Fox (Ash Vale) (Practice Manager at Ash Vale) After seven years Jon leaves the partnership on the 14th September to take up the role of Head of Primary Care at Surrey Heath CCG. Jon has been instrumental in a number of positive changes at Ash Vale during this time and we wish him well for the future.

We are taking this opportunity to re-organize the management of the partnership and details regarding the changes will be published on the website in due course.

A message from our Senior partner....

In response to your feedback we will shortly be changing our appointment system at Bartlett Group Practice. Our patient surveys have shown consistently that getting the help you need on the day you call us can be difficult. Demand on our appointment system can be such that delays in getting help from the doctor can be a real problem. The aim of the new system is to greatly improve access to our services and make it easier to contact your doctor and get the help you need.

The new system will start on September 4th when the reception team will receive your request and link you to the most appropriate person in our team. You will then get a call back within an hour from the doctor for a telephone consultation. Following this telephone consultation you will always be seen on the day you ring if necessary. Where these changes have been introduced into other GP practices around the UK, patients, staff and doctors all report improvements in satisfaction and significant improvement in the quality of the service provided. We are therefore looking forward to these changes and trust you will find them helpful.

New Services

Frimley Green is now home to 2 new community services, providing Dermatology (skin related problems) and Physiotherapy services to the local community.

If, as a patient of Bartlett Group Practice, you have been referred by your GP to either of these services, it is highly likely that you will be seen at the surgery.

Flu Season on the Horizon!

Holidays are in full swing but autumn is on its way and with the colder weather the incidence of flu increases.

We will be running convenient Saturday clinics as usual for those patients eligible for a free flu vaccination.

Saturday clinics at Frimley Green – 01252 835016

23rd September

30th September

Saturday Clinics at Ash Vale – 01252 317551

23rd September

7th October

We will also be running extra weekday clinics at both sites and will be sending SMS reminders to those who are eligible this year.

If you want to find out more:

<http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx>

Book your flu jab today!

Our Focus Areas for 2017/18

We have received comments from the quarterly Friends & Family surveys and from members of the Patient Reference Group and have agreed our focus areas for the coming year.

1. Developing, improving and advertising the new website
2. Establish regular Health Education Events – key areas of interest appear to be:

Diet, exercise and nutrition

Over 50's health

Diabetes

Mental health, stress and anxiety

3. Continuing to develop the provision of information for patients, both online and in the surgery.

We would be pleased to receive any comments, suggestions or ideas in relation to our plans for 2017/18.

FRIENDS AND FAMILY TEST

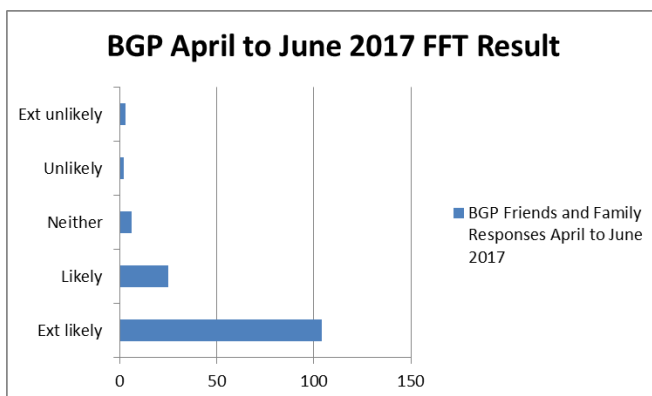


Would You Recommend Bartlett Group Practice

The latest Friends and Family Test results can be found below. This is a measure for us in how well we are doing and how our patients feel about the care they receive with us.

The score for the last quarter is 66.43 (based upon 140 responses)

(The score is calculated using the proportion of patients who would strongly recommend us minus those who would not recommend or who are indifferent)



Don't forget we really are interested in any comments you have on the way we run our service. We do try hard to make changes to improve patient care, however the best feedback comes from you.

Please leave feedback either via a form on our reception desk, via our website or visit: www.iwantgreatcare.org

If you wish to leave feedback on the NHS Choices Website visit: www.nhs.uk/Services/GP/LeaveReview

A selection of comments received from our recent survey.

'Diet and health information should be displayed'

'I'd like to see a TV information screen at Ash Vale

'information posters need to be bigger'

'more leaflets about specific conditions'