



Cookham Medical Centre News

Summer 2016

Produced for CMC by the Patient Participation Group (PPG)
www.cookhamdoctor.co.uk

2016 Patient Questionnaire Results and Actions Agreed

Are you suffering overload ?

Responses were down to 139 compared to 269 in 2015 although we had reduced the number of questions. However, feedback is vital and the PPG Committee give thanks to all those who took the time to respond. We do recognise that there are an awful lot of NHS questionnaires out there these days.



7-day Access

Nearly half of the respondents were not aware, let alone used, the 7-day Access Service. This doctor and nurse appointment service operates from St. Marks' Hospital in Maidenhead and can be booked via Cookham Medical Centre (CMC).

To increase awareness, CMC will promote 7-day Access on the screen in the waiting room and produce a guide to the booking and cancellation of appointments. The possibility of the 111 service making use of unfilled 7 day access appointments is being explored at CCG level as are other options, and we will keep patients updated on the progress of this.



Early Morning Appointments

50% of respondents were not aware that you could book a routine early morning appointment (7.30 a.m. to 8.00 a.m. Tues & Wed). CMC will include information in the Handbook for New Patients and on the screen in the waiting room. (Existing patients can request a copy of this Handbook from reception.)



Pre- Bookable Consultations via Telephone

Nearly all respondents said that they would find this service useful but all the doctor telephone appointments available per week are consistently fully booked. The PPG has asked CMC to consider whether it could increase the number of slots available. (This is different to the telephone triage used for urgent consultation requests on the day).

There are also 15 nurse telephone appointments for general matters and 8 nurse telephone appointments for long term conditions.



Do you look after someone?

If you provide unpaid support to a relative or friend who could not manage without your help; then you are a carer.

Please tell the surgery so that they can provide all the support they can.

Are You or Do you Have a Carer?

Out of the responses made, 11% either was a carer or had a carer but CMC is concerned that the actual percentage is, in fact, higher and carers may not be listed on the CMC register. CMC will highlight the need for carers to identify themselves both via the Handbook for New Patients and the screen in the waiting room. The PPG will publicise the need for carers to inform CMC.



Online Patient Access

Nearly half of the respondents did not know that they could book doctors appointments online, order repeat prescriptions online or could access part of their GP records on line.

The PPG will publicise the availability of these services and CMC will include information in the Handbook for New Patients and issue a guide to 'jargon' used in the GP records. Nurse appointments cannot be booked online and CMC will include a note of this in the Handbook. The extension of the online booking service is being investigated by the Practice Manager, Jill Stinchcombe.

Other comments made

A number of other comments were made which the PPG have discussed with the Practice Manager at CMC, where appropriate. Availability of appointments within a reasonable time is still a concern to patients but patients who missed appointments (known as **Did Not Attends – DNAs**) is a big issue with CMC since those appointments could have been made available to other patients. The PPG has asked the CMC to research Appointment Reminder Systems and this is being pursued with the Windsor, Ascot and Maidenhead Care Commissioning Group (who hold the overall budget).

There was one request for music in the waiting room but that could interfere with announcements and would also require a music licence. Another request was for a coat rack in the lobby but that could give security of property problems.

Two requests were for information about minor procedures available at CMC. Joint injections and cryotherapy are undertaken but any other minor surgery would be rare.

Choking.
Chest pain.
Blacking out.
Blood loss.

A&E or 999
Emergencies only

Unwell?
Unsure?
Confused?
Need help?

Call 111
out of hours

Vomiting.
Ear pain.
Stomach ache.
Back ache.

GP Surgery

Diarrhoea.
Runny nose.
Painful cough.
Headache.

Pharmacy

Flu Clinics



Flu vaccination appointments are now available :

Wed 21th Sep
Wed 28th Sep
Thurs 29th Sep
Wed 5th Oct
Thurs 6th Oct
Sat 8th Oct

Autumn is nearly upon us again and it's time to think about your flu vaccination if you are aged 65 and over or living with certain long term conditions or in the 'At Risk' group of patients. If you are unsure about qualifying, please ask at reception or look on the website, where the 'At Risk' list is shown and explained.

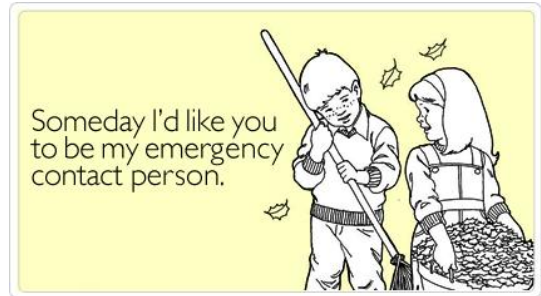
Please contact the surgery to book an appointment. Child flu dates will be announced ASAP

Lunchtime Parking

Please don't use the car park at lunchtime for shopping! We are still busy over the lunchtime period and all staff (doctors and nurses included) still need the parking spaces.

A Walk in the Park?

Dr Lucy Follis will be walking the Thames Path 100km challenge on 10th September to support the Thames Hospice. Starting at Putney Bridge, London and walking along the Thames Path to Henley, the path will take her through Maidenhead, Cookham and on to Marlow so if you see her whilst you're out then please give her a wave!



Emergency Contacts

Why not give the surgery your next of kin or emergency contact details - with consent to contact in emergency? Then, in the unfortunate event of an emergency (and that might be a hospital contacting us in an emergency) we will know who to call.

Cookham PPG Committee

Local organisations with an interest in health and/or local community affairs are eligible to nominate a member of the PPG committee, but we are particularly in need of **more younger people** to join the committee. Meetings are quarterly, for 2 hours, and usually are held on Tuesday mornings at CMC. To get involved, or to nominate a rep from your organisation, please contact our Chairman, Chris Oxtoby (chris.oxtoby@ihbs.co.uk) or Vice Chairman, Brian Schirn (brian@schirn.fsworld.co.uk)

If you are reading a paper copy of this Newsletter, please help us to keep you up to date on changes at the surgery and PPG activities by giving your e-mail address to Chris Oxtoby (chris.oxtoby@ihbs.co.uk)

Please tear off this strip and place it in the Comments Box.

email address: _____

Announcing Your Arrival!

The Self Book-in facility at CMC enables you to book-in without the need to see the receptionist and this screen and instructions are sited on the wall opposite the entrance door.

Some patients have experienced problems with this facility so it may be helpful to outline the check-in procedure (all operated by touch screen)



- 1. The first screen shows a request for you to enter your date of birth and shows days numbered 1 to 31. (Note: this is not a computer keyboard but shows all numbers 1 to 31);**
- 2. When you enter your DOB day, a new screen will appear showing all the months of the year;**
- 3. When you enter the month of your DOB, a new screen will appear showing different years;**
- 4. After entering the year of your birth, the name of the doctor or nurse with whom you have an appointment will appear on the screen. If this is correct then press 'Yes'. If not correct then press 'No' and see the receptionist when you have finished.**
- 5. After pressing 'Yes' or 'No' you must press the 'Finish' screen button to finish, so that the check in system is ready for the next patient to use.**

Cookham Medical Centre

Lower Road, Cookham, Berkshire SL6 9HX

Health Centre Doctors

Dr Azmy Birdi
Dr Michael Sealy
Dr Anu Swamy
Dr Kenney Tsoi
Dr Lucy Follis

Nursing Team

Deborah Roberts
Kirstie Thomas (Asthma & Diabetes)
Christine Penny (Blood Tests/ECGs & Blood Pressure)
Alfiyah Jiwajee (HCA)
(Blood Tests/ECGs & Blood Pressure, Health Checks)
Kate McCormick (Phlebotomist)

Practice Manager

Jill Stinchcombe

Appointments 01628 810242

Emergencies 01628 524646

Any matter raised with a member of the PPG is treated with complete confidentiality