

# Claremont Medical Practice Spring Newsletter 2009

## Easter Opening Hours



Good Friday—CLOSED

Saturday 11th April—CLOSED

Easter Monday—CLOSED

Opening hours return to normal Tuesday 14th April 2009

Should you require a doctor when the surgery is closed please contact  
either:

**0845 6710270**

OR

**NHS Direct 0845 4647**

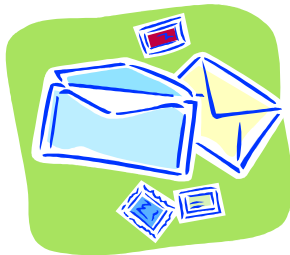
NHS Direct can offer help and advice out of normal surgery hours

## Members of Patient Participation Group

The Practice now has a well established Patient Forum who meet every couple of months with Hazel Hunt, Practice Manager and Dr Tom Debenham. The members of the Forum are as follow:

Members of the Group are happy for any patients to contact them and they are happy to receive feedback on services provided and also as to how they might improve

If you are interested in joining this Forum please contact Hazel Hunt, Practice Manager.



**Mrs Eileen Beech**  
125 Salterton Road  
EXMOUTH  
EX8 2NP  
Tel: 264043

**Mr Alan Merchant**  
10 Essington Court  
EXMOUTH  
EX8 4QY  
Tel: 274048

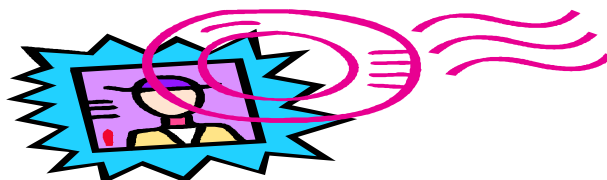
**Mrs Sheila Perrins**  
Flat 2, KinCraig  
11 Cranford Avenue  
EXMOUTH  
EX8 2HT  
Tel: 274463

**Mr Terence Hext**  
4 Claremont Lane  
EXMOUTH  
EX8 2LE  
Tel: 271706

**Mr A H Lomax**  
8 Montague Gardens  
Moorlands Road  
Budleigh Salterton  
EX9 6AG  
Tel: 443942

**Mr John Dawkins**  
22 Aldborough Court  
Douglas Avenue  
EXMOUTH  
EX8 2HA  
Tel: 266389

**Mrs Pat Findel-Hawkins**  
Flat 1, Portland Court  
1 Portland Avenue  
Exmouth  
EX8 2DJ  
Tel: 271125



# Claremont Medical Practice

## Spring Newsletter 2009

### The GP Patient Survey

From April 2009 this annual GP Patient Survey will move from annual to quarterly. This means that from April 2009 some patients registered with our Practice will receive a questionnaire.

This will cover a range of topics, such as:

- Getting through on the phone
- Accessing GP appointments
- Patient satisfaction with the Practice's opening hours
- Consultations with our GPs
- Patient satisfaction overall

### This Survey assesses your experiences of your GP and the services we provide

If you wish to make any comments – complaints or suggestions - on the services that Claremont provide please do not hesitate to contact our Practice Manager, Hazel Hunt. Alternatively you may prefer to post any comments anonymously in our 'Suggestions Box' in the waiting room.

This year the Practice carried out once again a Practice survey encompassing all the doctors, nurses and staff. This is a survey carried out throughout the UK and evaluated by the University of Exeter.

The number of questionnaires completed by patients were 301.

Comparison of mean percentage scores from previous surveys showed that overall the Practice scored 65% this year compared to 64% in 2007. The national mean score was 61%.

The Practice's lowest score related to 'Waiting time' (40%) followed by 'See practitioner of choice' (44%).

The top score was 77% for 'Respect shown' followed closely by 76% for Reception staff followed by 75% 'Confidence in ability' with 'Satisfaction with visit' 'Warmth of greeting' and 'Recommendation' scoring 74%.

# Claremont Medical Practice

## Spring Newsletter 2009

**An analysis of patients' comments as follows:**

### **Praise for Doctors, Nurses, Reception Staff and Surgery**

There was a total of 44 comments praising the doctors, nurses and reception staff. These ranged from excellent, outstanding, "I cannot fault the doctors or reception staff" to "You have a jolly good team".

### **Car Park**

Nine comments received all requesting improved parking.

### **Waiting times**

Three requested less waiting time generally.

### **Appointments**

5 patients expressed a wish to be able to book an appointment in advance.

1 requested ability to book an evening appointment.

6 identified problems in getting through on the telephones first thing in the morning.

### **Nursing**

Two were concerned that Nurses appeared to be short staffed and too much work.

As a result of feedback from last year's Survey, we have installed 2 new large fans in the Waiting Room to improve the air flow and comfort of patients.

This year as a result of the Survey we have already increased the number of Nursing staff and hours and also the number of reception and secretarial hours.

We are planning to meet shortly to review 'Waiting times' and see how improvements can be made and also to review staffing levels to increase staffing particularly at 8.00 am when demand on the telephones is high.

# Claremont Medical Practice

## Spring Newsletter 2009

### Appointments

We continue to offer same day appointments with our Triage Nurse or a GP and patients can also

**book an appointment in advance with the Doctor of their choice up to one month ahead.**

In addition, our doctors are offering more and more telephone consultations which are proving very popular with our patients.

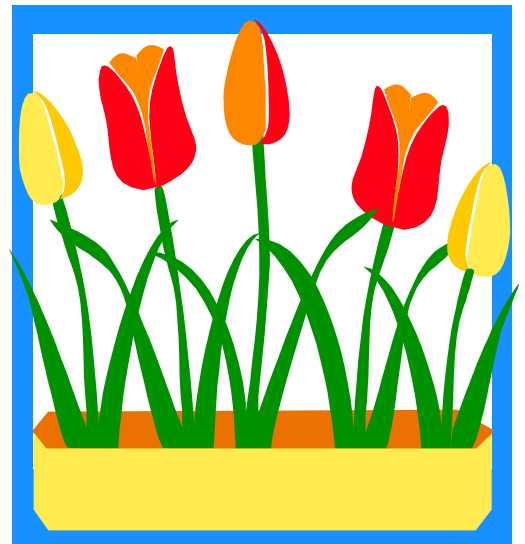
The Practice is now offering extended appointments as follows:

- **Monday evening up to 8.00 pm**
- **Tuesday morning from 7.00 am**
- **Saturday morning from 9.00 – 12 noon**  
(NB Please note we are not open for all services)

Finally we have asked our staff to ask patients to give them a brief indication of their problem when phoning for an appointment. This is so we can point you to the right person for the right service.

### Car Park

We are informed that there are currently no plans by the Devon Primary Care Trust (PCT) to introduce car parking charges on the Hospital site. We have met representatives from the PCT and have agreed to meet further with them to try and improve parking for patients on site.



# Claremont Medical Practice Spring Newsletter 2009

## Appointments

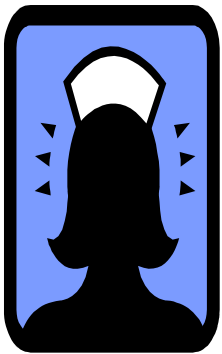
Currently 3 out of 10 appointments can be booked in advance.

We are planning to review this in the near future.

On occasions, when demand is particularly high, the Receptionists will not be booking appointments. Instead they will arrange for a Doctor to telephone you back. If the matter cannot be dealt with over the telephone the Doctor will ask you to come up to the Surgery or book you an appointment.

Our aim is to balance having enough appointments for those patients who wish to be seen the same day with those who want to book in advance.

## Nurse Triage



Each morning there is a nurse available to offer advice and treatment for minor ailments including cough, colds, sore throats and cystitis (she is able to prescribe). If you feel you really do not need to see a doctor then please ask the receptionist on 273401 for a telephone consultation with the nurse.

We are pleased to announce that we have extended our nursing team and we will shortly be offering a triage nurse each afternoon from 2.00 - 3.00pm

*If the nurse feels you need to be seen by a doctor then the nurse will organise an appointment for you.*

## Holiday Vaccinations



If you need advice about travel vaccinations for your foreign travel please complete one of our questionnaires available at reception. Once you have completed this questionnaire please telephone the surgery in a week's time to book an appointment with the nurse in the travel clinic.

## **PLEASE BE ADVISED**

Allow plenty of time to organise your vaccinations as if you leave them too late the practice may not be able to offer them to you in time.

If you do leave it too late you will be able to get your vaccination at the airport however you will be charged for the vaccinations and they may not give you adequate protection during your stay.

**!!! IT IS BEST TO BOOK YOUR TRAVEL  
VACCINATIONS EARLY !!!**



## Repeat Prescriptions Reminder For

### Claremont Medical Practice

Requests for repeat medication can be ordered in the following ways  
**(Please allow 48Hrs)**

Email: [d-pc.claremontscripts@nhs.net](mailto:d-pc.claremontscripts@nhs.net)  
Fax 01395 223301  
By Post or Bring to Reception

### Underhill Surgery

Requests for repeat medication can be ordered in the following ways  
**(Please allow 48Hrs)**

Email: [d-pc.lympstonescripts@nhs.net](mailto:d-pc.lympstonescripts@nhs.net)  
Fax 01395 275677  
By Post or Bring to Reception