

Regal Chambers
50 Bancroft
Hitchin
SG5 1LL



01462 453232



regalchambers.co.uk

We need YOU!

The PRG needs members to represent the following groups:

- carers
- under 24's
- young parents
- single parents
- patients with English as a second language
- patients with a long-term health condition or disability
- patients with someone in the family who has a mental or physical disability

If you can help, either by attending meetings or by being part of the wider virtual email group, please complete an application form at Reception or from the Practice website. Even if you cannot join the PRG, please still tell us your views about the Practice by putting a note into the surgery Suggestion Box or using the feedback form on the website.

HAVE YOU GOT A REPEAT PRESCRIPTION YOU NO LONGER NEED?

Please ask the surgery to stop it as it has a cost for the Practice.



when it's less urgent than 999

Available 24 hours a day, 365 days a year. Calls are free from a landline or a mobile phone.



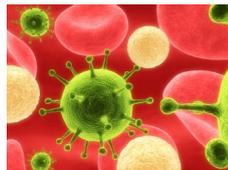
PRG Newsletter



Issue 3: January 2014

The Patient Reference Group (PRG)

The Patient Reference Group (PRG) is a forum of volunteer patients from the practice who give their time to help improve the services offered by the Practice. The PRG should be representative of the Practice population and, at Regal Chambers, comprises 50 people of all ages, male and female, from different ethnic and social backgrounds and with different medical conditions - this way all points of view can influence Practice decisions. The Regal Chambers PRG had their inaugural meeting in 2011 and since then has conducted surveys (results posted on noticeboards and the website) and produced these newsletters (available in the surgery and on the website). Members also attend clinics to get feedback directly from other patients.



Do you need antibiotics?

- Antibiotics are essential medicines for treating bacterial infections but they are losing their effectiveness at an increasing rate.
- Bacteria can adapt and survive the effects of an antibiotic (this is called "antibiotic resistance") which stops the antibiotic working.
- The more you use an antibiotic, the more bacteria have a chance to adapt and become resistant to it.
- Antibiotics don't help you recover from viral infections such as colds, most coughs and sore throats because they are only effective against bacteria.
- Mild bacterial infections may also get better without antibiotics.
- If you are prescribed antibiotics, always finish the entire course, even if you feel better.
- Never share your antibiotics with anyone and don't use theirs.

Search for the **SystemOnline** app by TPP on the iTunes Store.

Update your contact details, book appointments, request repeat prescriptions and more.

The app is **free**, requires iOS 6.1 or later and is compatible with iPhone, iPad and iPod Touch.



Feedback helps to improve the NHS and can help new patients choose where to register for their GP services when they move into an area.

If you would like to comment about this Practice to new patients, leave your feedback at: www.nhs.uk

Practice Statistics For December 2013

New Patients Registered	93
Acute Prescriptions Written	2,098
Repeat Prescriptions Written	2,331
Hits on the Practice Website	5,731
Patients Seen, Phoned or Visited	6,430
Home Visits	240
Telephone Consultations (including the triage system)	700
Average response time on telephone system	1 minute 40 seconds
Face to Face Consultations	5,490
Referrals Done	379
Average Waiting Time for Appointments	8 minutes
Average Wait for Delayed Appointments	10.7 minutes
Patients Who Failed to Attend (or Cancel) a Booked Appointment	155*

*that's the equivalent of **OVER 34 HOURS** of clinician time or **12 WHOLE SURGERIES** wasted.

A Day in the Life of... PART 1

As a member of the PRG I was offered the opportunity to shadow a practice doctor for a day. I actually spent two half days shadowing one of the Practice doctors and this brief account gives you a flavour of what I experienced on the first morning when the doctor was a Duty Doctor. There are usually two Duty Doctors and their main role is to see the "sit and wait" patients. For patients this means ringing the surgery to get a same-day appointment. Amongst other things, a Duty Doctor is responsible for sorting urgent requests for prescriptions, organising the home visit rota for the day and taking phone calls from other professionals about their own patients and for patient's whose usual GP is not available.

7.30 - I arrived. The doctor was already working. After a quick "Good morning", I went with the doctor to Reception where they checked and signed about one hundred repeat prescriptions. Two of these needed to be followed up, so the doctor went to their office to look at the patient records online before making a decision about the most appropriate action.

8.02 - Someone was ringing on the surgery door because it is not open yet!!

8.05 - The doctor started to check all the requested non-repeat prescriptions for their own patients and for a doctor who was away. There were a couple of problems with the prescriptions, for example patients needing to come in for tests. Internal emails were sent asking Reception to contact the patients and explain what needs to be done before the prescription can be signed.

8.25 - The doctor was looking at home visit requests and started to allocate doctors to lunchtime visits. A few minutes were left before the doctor was due to see the first patient and so they started to check test results, noting one patient in particular who had an abnormal result that needed action.

8.45 - Time to start seeing patients. The doctor has been working non stop for an hour and a half before the first patient steps through the door. They see some patients before stopping to phone the patient with abnormal results. It takes half hour to make calls, including ones to the patient and to Lister, in order to prepare for a lunchtime home visit.

10.05 - Back to the waiting patients. At one point the doctor walked out of the office to check something. They were immediately stopped in the corridor by the nurse asking for advice. During the morning the doctor also dealt with a phone call from the local police about a patient in custody.

Although the morning was meant to be split into three blocks of appointments with a small space in between them, the doctor worked straight through to 1pm.

13.00 - I left just as the doctor finished morning surgery and prepared to go off to do their lunchtime home visits. I was exhausted just watching the non-stop activity, and desperate to get home for a cup of tea. The doctor had not stopped or had a break of any kind since I walked through the door at 7.30am, so I asked about lunch....

"I will buy a sandwich" they said. ...

Jennifer Piggott

Patient and member of the PRG

Watch out for the latest **Patient Survey in surgery and online now.**

Please spare a few minutes to **give us your feedback** so that we can help the practice **improve the services it provides.**