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## We need YOU!

The PRG needs more members as we do not have patients who represent the following groups:

- Patients who are carers
- Patients under the age of 24
- Patients who are young parents
- Patients who are 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 a wider virtual email group, please let the Practice Business Manager (Yvonne Pope) know by completing an application form. These are held at Reception or are accessible via the Practice website. Even if you cannot join the PRG, you can still tell us your views about the Practice by putting a note into the Suggestion Box in the surgery or via the feedback form on the Practice website.

Regal Chambers is on  [www.facebook.com](http://www.facebook.com)



# PRG Newsletter



Issue 2: December 2012

## The Patient Reference Group (PRG)

The Government requires all GP Practices to form a Patient Participation Group or Patient Reference Group (PRG). This is a forum of patients from a GP practice list who volunteer to give their opinions, where appropriate, to help with the continuous improvement of services offered by the Practice. This feedback can assist in establishing areas of priority for changes, agreeing the necessary action plans and publicizing any action taken. The PRG should be a representative cross-section of the Practice population. To comply with this at Regal Chambers we need a total of about 50 people of all ages, male and female, different ethnic and social backgrounds and different medical conditions so that all points of view can be brought to meetings and influence Practice decisions. The Regal Chambers PRG had their inaugural meeting in October 2011. Since then the group has conducted a survey of patients (the results of which are on the Practice noticeboards and website) and produced a regular newsletter that is circulated via the surgery and website to the patient population. A few members of the PRG have also attended clinics to get some feedback directly from patients. Although we have a functioning PRG, we still need volunteers from particular sections the Practice population to join us.

## Retirement and Welcome to New Staff

After nearly 40 years as a doctor and 34 years at Regal Chambers, the senior partner, Dr John Machen, Finally hung up his stethoscope at the end of October. He will be missed by all at the Practice and we wish him a very happy retirement. You can view his retirement message and thank you message online or in the surgery.



The practice has now welcomed two new full-time partners – Dr Laura

Czech (who has taken over the care of Dr Purohit's patients after his departure from the practice in June 2012 to be nearer his family) and Dr Padita Mehta who has taken over the care of Dr Machen's patients.

### **GOT A REPEAT PRESCRIPTION YOU DON'T NEED?**

*If so, please ask the Practice to stop it as unnecessary repeat prescriptions are a large cost to the Practice.*



Feedback can help to improve the NHS and can be a great help to new patients choosing 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](http://www.nhs.uk)

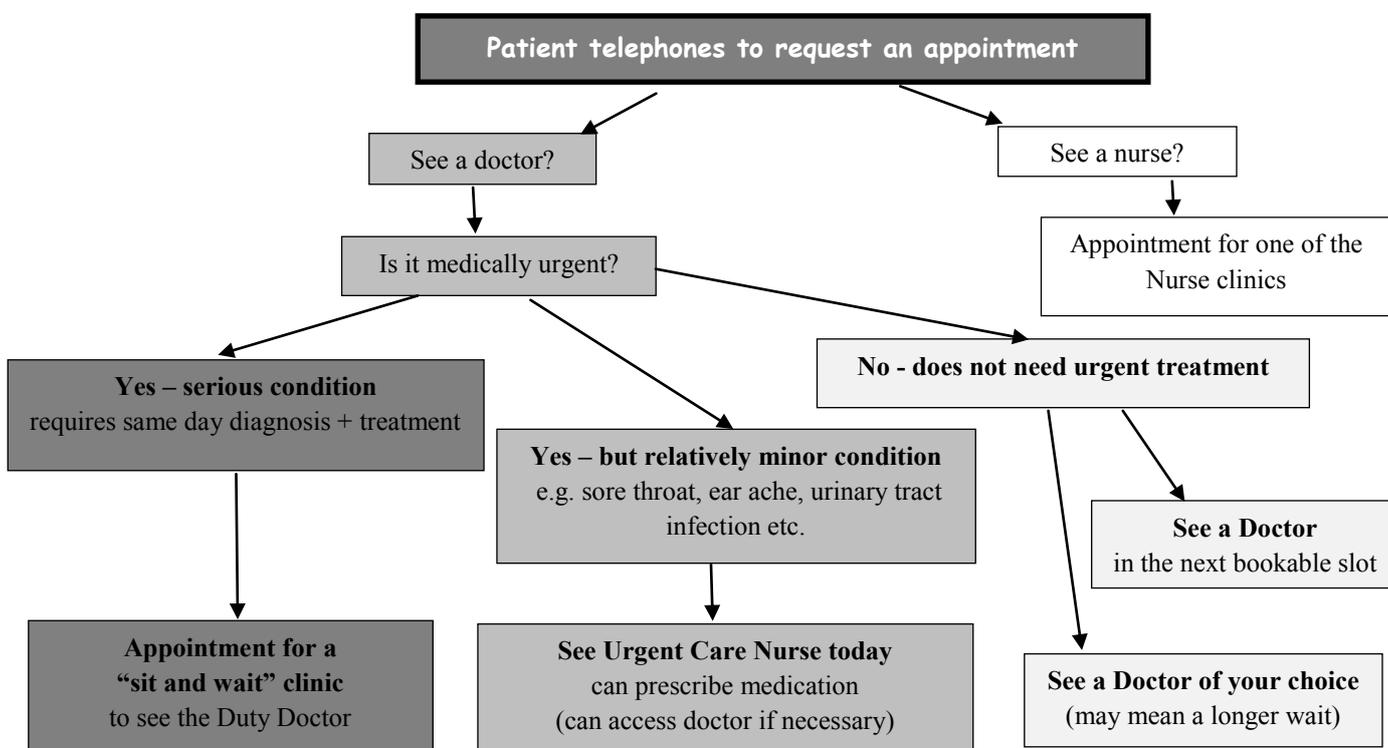
## Practice Statistics For November 2012

New Patients Registered	87
Acute Prescriptions Written	1,995
Repeat Prescriptions Written	2,300
Hits on the Practice Website	7,602
Patients Seen, Phoned or Visited	6,692
Home Visits	257
Telephone Consultations	696
Face to Face Consultations	5,739
Referrals Written	455
Average Waiting Time for Appointments	9 minutes
Average Wait for Delayed Appointments	11.3 minutes
Patients Who Didn't Attend for a Booked Appointment	290*

\*that's the equivalent of OVER 70 HOURS of clinician time or 23 WHOLE SURGERIES wasted.

## Improvements to the Telephone Appointment Booking System

In September, the Practice introduced a new state-of-the-art telephone system to improve telephone appointment booking. After a few teething troubles, this has improved the way the Practice deals with the approximately 230,000 calls they receive annually. A medical decision software package, due to be installed in Spring, should improve things further. The new software will help Reception staff prioritise the **medical urgency** of an appointment request. To do this, the software will prompt the Receptionists to ask specially-designed questions that can identify and divert patients with less medically-urgent problems to the Urgent Care Nurse. This will increase the availability of appointments with the Duty Doctor for callers with urgent and medically complex problems. The flow chart below summarises how this will work:



### What does "medically urgent" mean?

- A recent deterioration of an on-going problem (e.g. your asthma has suddenly got worse).
- A problem not being treated by another doctor nor is it under review with another doctor.
- A new problem that started less than 6 weeks ago.