



Newsletter February 2016

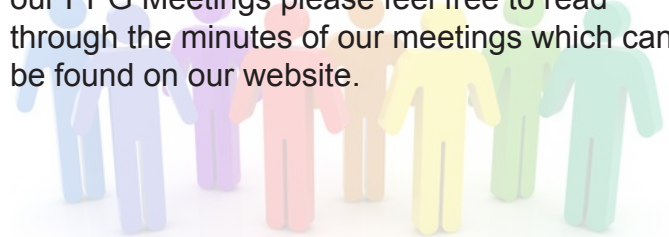
Welcome to the first edition of The Derby Medical Centre Newsletter which will be published on a quarterly basis to keep you up to date with not only the practice news, but with other topical information that may be of interest to you and your family.

We are keen to engage with our patients and foster successful two-way communication. One of the best ways of achieving this is through our Patient Participation Group. This is a selection of patients and Practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the Practice to their patients.

The group meets at regular intervals and is interested in the views of the patients.

Membership of the group is voluntary and we would be interested to hear from you if you would like to get involved. Leave a note in the PPG box at reception or email the group on derbymedical@btinternet.com

If you are interested in finding out more about our PPG Meetings please feel free to read through the minutes of our meetings which can be found on our website.



DNAs IN GENERAL PRACTICE

How many appointments are lost to DNAs?

YEARLY
14m
 GP APPOINTMENTS

WEEKLY
300,000
 GP APPOINTMENTS

DAILY
60,000
 GP APPOINTMENTS

How are individual GPs affected?

1 in 20 GPs said more than 40 appointments were wasted per week for each full-time GP in their practice



1 in 3 GPs say DNAs are becoming more common



What do DNAs cost?

£300m

Annual cost of 14m appointments lost to DNAs

Would you pay a fine for a missed appointment?

Missed GP appointments have a huge impact on practice workload, with around 14m appointments lost each year to DNAs, according to GPonline analysis. A poll of more than 500 UK people found that nearly a third were willing to accept a fine of £10 or more for a missed GP appointment. A total of 22% would accept a fine between £5 and £9, the poll found, while 13% would accept a fine below £5. Just 29% of respondents said they would not be prepared to pay anything for a missed appointment.

Whilst we are not considering this action, each full time GP at the Derby Medical Centre offers around 4,888 appointments each year. In 2015, in addition to these routine appointments we also had 2,282 emergency on the day appointments. Of 30,205 booked appointments with our GP's last year, there were 1712 missed appointments which equates to 5.67%

Our nurses offered a total of 8874 appointments in 2015 of which 853 did not attend which is just short of 10% If you are unable to make your appointment, please do cancel it as somebody else really does need it.



PATIENT NOTICES: Computer System Changeover

Would patients please note that from the week beginning **18th April there will be a reduced manual service** while the practice migrates its clinical system to EMIS. This will have a go live date of 26th April but we would ask patients for their understanding during this transitional period.

need to re-register and online services including repeat prescriptions and online appointments will be **suspended from 1st April** with an interrupted service expected until mid-May.

Please ensure your prescriptions are ordered in advance of this to avoid any unnecessary delay. Thank you for your cooperation. Further details to follow.

All patients registered for online services will

CQC Rating Update

The Care Quality Commission are responsible for regulating and inspecting health and social care services in England. The Derby Medical Centre are pleased to announce that following our inspection review on 15th December 2015 we are now rated 'good' overall in all criteria concerned.

If you have any questions concerning this, please ask a member of staff who will be happy to help you. Thank you.



And finally...one year on

It's hard to believe but in only a matter of weeks, Dr Ahmad will have been at the surgery for a year having taken over as a partner from Dr Harris upon his retirement. We think you will agree that Dr Ahmad has quickly become a valued member of the Derby Medical team. We would like to take this opportunity to congratulate him on his first year of service and we look forward to working with him for many years to come.

"I can't believe how quickly this year has gone and am very grateful to the patients at the Derby for their warm welcome. I feel very much at home at the practice with both patients and staff alike. Thank you for an enjoyable first year!"

