



THE BUCKLEBURY PRACTICE

Chapel Row Surgery

The Avenue
BUCKLEBURY
Berkshire
RG7 6NS

SURGERY TEL:

Reception 0118 971 3252
Repeat Prescriptions -
0118 971 2826 Or
Dispensary@gp-k81103.nhs.uk
Dispensary Enquiries -
0118 971 3803

SURGERY NEWSLETTER

Spring 2007

Surgery Allied Practitioners

- We are now able to offer our patients the following additional services at the surgery:
 - Mental Health Counsellor - Madeleine Loughlin
 - Osteopath - Bruce Carnegie
 - Podiatrist (Footcare) - Emma Barrow
 - Acupuncturist - Julia Stanbrook
 - Hypnotherapist - Anne Marie Smellie
- Whilst most of these services are not available on the NHS, we feel that we would like to make these services available to our patients in Chapel Row.
- We have a dedicated notice board in the waiting room for these services - please feel free to take a leaflet.
- Full details of these services will shortly be available on our surgery website - www.crsurgery.co.uk, by clicking on the "Allied Practitioners" button.

EMERGENCY CONTACTS

When the surgery is closed, emergency treatment can be obtained from **WESTCALL** (01189) 78 78 11

Surgery Opening Times

Good Friday 6th April – **CLOSED**
Easter Monday 9th April – **CLOSED**
Tuesday 10th April – **OPEN as usual**
Early May Bank Holiday 7th May – **CLOSED**
Late May Bank Holiday 28th May – **CLOSED**

IMPORTANT SURGERY NEWS

SURGERY CAR PARK

At our last Patient participation Group meeting, we discussed at some length the issue of our surgery car park

Please see details on page 2

PATIENT SURVEY RESULTS

During October 2006, we asked a good many of you to complete a patient questionnaire concerning the services we offer at the Chapel Row Surgery

Please see details of the results on page 3

Surgery Car Park

- We have been aware for some time now that the demand for car park spaces often exceeds what is available and we have been discussing possible solutions to this issue with our Patient Participation Group.
- We have found that demand is particularly high in the mornings and during the afternoons we usually have plenty of spare spaces.
- We would like to ask patients who call to the surgery to collect repeat medications, to consider doing so in the afternoons, when demand for car park spaces is low.
- In addition, if you are not visiting the surgery, may we ask you not to use our surgery car park in the mornings as this adds to the congestion and reduces the number of spaces for our patients.
- The land to the west of the surgery is being considered for an "overflow" car park, but as this land is subject to an agricultural restriction and it contains a dew pond, this may not be suitable for this purpose.
- We are also considering a request to "The Bucklebury Estate" for the creation of a hard standing area close to the common for the benefit of all parishioners, which could also be used as an "overflow" car park for the surgery.
- YOUR comments and suggestions would be most welcome at our next patient Participation Group meeting on [Wednesday 9th May @ 7.30pm at the surgery.](#)

VAT on Private Services

- Our list of fees for work which is not provided "free of charge on the NHS" is displayed on our information notice boards in the surgery waiting room.
- With effect from 1 April 2006, the Department of Health (DoH) have insisted that dispensing surgeries like Chapel Row have to register for (and therefore charge) VAT on "non-NHS" services which we provide.
- Examples of these services are:
 - Verifying someone's identity for a passport or driver's licence
 - School fees insurance forms
 - Pre-employment medicals
 - HGV Medicals
 - Shot gun licence
 - Confirmation to an airline that someone is fit to fly
- These services are now subject to VAT and so the prices we charge for providing this information, will include VAT - please ask at Reception if you need a VAT receipt for the fee you have paid.

Patient Survey Questionnaire

- Our annual Patient Survey Questionnaire was carried out in October 2006 and we would like to thank all of you who completed the form.
- The results suggest that most patients are happy with the service we provide, with the notable exceptions of:
 - Surgery opening hours
 - Availability of a particular GP
 - Patient waiting times
- **Surgery Opening Hours** - Back in April 2004, the Department of Health (DoH) asked the GPs to sign a new contract to supply NHS medical services to patients in our locality.
- This contract stated that GPs should provide these services from 8.30am to 6.30pm Monday to Friday. The contract went on to confirm that if a surgery chooses to open outside these hours (and at weekends), the practice will NOT be funded to do so under the contract which the DoH asked the Doctors to agree to.
- The Doctors at Chapel Row have this matter under review and have to consider the costs of providing staff and resources out of normal surgery hours, with the fact that NO remuneration will be paid, for providing this service.
- **Availability of a particular GP** - Whilst we do strive to make ourselves as available to patients as possible, there may be times when you are unable to make an appointment with your GP of choice at a time which is most convenient to you.
- We do operate an open surgery on a Monday morning, at which you may be able to see your preferred GP and we will always see you on the same day, if your condition is urgent.
- **Patient Waiting Times** - This is an issue which has concerned us at Chapel Row for some time. On the one hand we like to give patients the time they would like to discuss their problems and on the other hand we try to keep consultations with the Doctor to 10 minutes, to make sure we can see as many patients as want to see us.
- **YOU** can help to reduce patient waiting time by:
 - Only bringing 1 (or 2 at most) problems to each consultation
 - Being prepared for when you are called in to see the Doctor - if you think removing your coat may be useful, please do so BEFORE going in to see the Doctor for example
 - Contacting us well in advance if you no longer need your appointment - we can then offer your time to another patient.
 - In January 2007, **122 patients failed to keep the appointment they booked**, which resulted in **over 22 hours of delays** and wasted time at YOUR surgery. If YOU are kept waiting, or unable to see YOUR GP on the day you want to, it may be because someone else had the appointment you wanted and they failed to keep it!