

Staff updates

Dr Walker has now completed his placement with us. We received a lot of positive feedback for him from our patients and wish him the very best in his GP career.

Facebook page

We are using this social media platform to share practice updates and local health information with our patients and now regularly post via this service.

Book donations

We have passed on £300 to the surgery funds from patients donating for second hand books available at the surgery.

Equipment donation

We would like to thank patients who donated money towards our equipment fund – we have used this to replace the hardware needed to run our patient information service on the screen in the waiting room.

Only order what you need campaign

Thank you for supporting this campaign, which is part of the NHS Gloucestershire scheme to help with sustainability.

Referral letters to hospitals

Our secretaries are now e-mailing patients who have verified e-mail addresses on their notes with details of hospital referrals. This helps with postage and printing costs and sustainability targets. Please inform reception of e-mail addresses if you have not already recorded this for your records and are happy to be communicated via this method. Also please ensure you check junk folders for possible legitimate emails from us.

Saturday morning and weekday evening clinics

As part of the North Cotswold Primary Care network, we are included in a rota across the patch to offer regular nurse and GP evening clinics and occasional Saturday morning clinics. For our most recent Saturday clinic, we saw 45 patients with a mix of GP, Nurse and Health care assistant appointments, and received excellent feedback from patients following their appointments.

Information on practice activity during the month of December

Following positive feedback after sharing our figures for October, we are repeating this exercise for patient information:

Reception, dispensary and admin teams answered 2,640 telephone calls.

169 patients received a successful call back on the telephone system instead of waiting in the “queue”.

Dispensary issued 1,828 medications to patients we are approved to dispense to – this is in addition to the 1,778 prescriptions produced by the team for pharmacies to issue medications for our patients.

We performed and actioned 581 pathology tests.

We completed 130 medication reviews.

We performed 2,225 consultations from appointments.

We referred 166 patients to secondary care/hospitals.

We saw an improvement on DNA rates, with 48 appointments wasted compared to 87 during October, due to patients not attending and not informing us in time to offer the appointment to another patient. This equals around 12 hours of appointment time.

We only experienced 3 days of absences due to staff illness during the month of December.

Our “family and friends” results – the NHS survey to obtain feedback from patients after visits to the surgery - were 94% positive for December out of 182 responses. We always look at feedback as a team to discuss positive and negative themes.