

KEY POINTS
FOR THIS
ISSUE

- A new quarterly newsletter for our patients
- Doctors leaving.....and new arrivals
- A new website
- A new patient forum
- Focus on missed appointments

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The Practice Pulse

ISSUE 1

SPRING '11 (QUARTERLY)

Welcome to your newsletter

Welcome to the first of our quarterly newsletters, put together for you - our patients at Adelaide Street Family Practice and The Harris Medical Centre.

The aim of the newsletter is to keep you abreast of developments within the practice, inform about new services, raise awareness of existing ones and encourage our patients to give us their feedback.

There is also a way in which you can get directly involved via our patient participation group - you can find out more about this on page 2.

Finally, after months of development, the new practice website is up and running and is more interactive than ever. Patients can now do all manner of things using the site such as

- **Booking/cancelling appointments**
- **Order repeat prescriptions**
- **Update us on changes to your contact details**
- **Update your medical record**
- **New patients can pre-register**

We hope you enjoy reading the first issue and of course, welcome your comments. I hope you have a happy and healthy 2011.



Dr Paul Lynch, Senior Partner



Dr Paul Lynch

Hello.....and goodbye

We are really pleased to welcome 3 new additions to our clinical team.

First of all is Dr Munish Ahluwalia who joins us as a full-time GP. Dr Munish has a wide variety of experience including minor surgery and will be the practice lead for palliative (end of life) care.

Secondly is Nurse Emma O'Kane, who joins the team from the same day healthcare centre in Fleetwood. Emma

has a wealth of experience in seeing a variety of patient symptoms at both her previous role and through her 9 years experience working in A&E at Blackpool Vic.

Finally, our third new recruit may already be known to some of our patients. She is our new Nurse Practitioner, Lynn Sutcliffe, who has been working as a Community Matron for the past 3 years.

Lynn will be seeing patients

of all types in the practice and will support our team of GP's by seeing patients who present with acute illnesses.

On a slightly more poignant note, many of our patients will have been sad to see Dr Harnam Aulakh leave for pastures new after more than 20 years at Adelaide Street.

We wish him all the very best for the future.



**Dr Cruz Augustine
Partner**

“ The new website looks great and is really easy to use....and feedback from patients has been nothing but positive”

*Dr Cruz Augustine,
GP Partner*



1,000 people in the UK quit smoking every day - are you ready?

New practice website

We felt our old website was looking a little bit...well...without putting too fine a point on it.....dull.

We thought our patients deserved a new interactive website that would offer really useful services - 24 hours a

day.....so that's just what we did.

We have already seen a significant increase in the number of visitors who are using the new site.

So, if you fancy booking an appointment when we are closed, or requesting your repeat prescription when you can't get to the practice, then a visit to our new website will definitely be up your street.

Just go to ;

**www.adelaidestreetfp.co.uk or
www.harrismc.co.uk**

and have a look around.



Another new face at Adelaide Street



(above) new Practice Business Manager, Mike Wain with his son, Jack

Following an extensive recruitment process, the practice is pleased to introduce Mike Wain as it's new Practice Business Manager.

Mike arrives fresh from his role of Business Manager for Pathfinder Healthcare Developments, a health-care company in Birmingham. He is looking forward to getting his teeth into improving the ways in which the practice communicates

with our patients through initiatives such as this newsletter, the practice website and through the newly established Patient Participation Group (see more about this on the page opposite). If you have any comments (good or bad) that you would like to share regarding the practice, or suggestions on where we can improve, please speak with Mike on 01253 620725 or email mike.wain@gp-p81042.nhs.uk

Isn't it time?

You've seen the advertising, heard all the statistics, you know how bad they are for your health - and those around you - but you've still not managed to quit?

Willpower alone isn't always enough.

However, help really is at hand. We have lots of

stories of patients who have successfully quit over the past 18 months with the help of our practice pharmacist, Iftikhar Ahmed.

With the help of nicotine replacement therapies such as patches, gum or lozenges, coupled with the advice and sup-

port of an advisor, evidence shows that you are 4 times more likely to quit for good.

Book your free appointment with Iftikhar today by calling 01253 620725 (Adelaide Street) or 01253 763556 (Kentmere)

**BLACKPOOL
STOP SMOKING SERVICE**

Patient Participation Group (PPG)



For the past 6 months, a small group of patients, GP's, Nurses and Managers of the practice have been meeting to discuss how patients can get more involved in making decisions on how the practice is run. This

group has called itself the ASK PPG (Adelaide Street & Kentmere Patient Participation Group)

Currently, only 1 in 20 GP practices in the UK has a patient group, but we feel that it is an integral part of developing the surgeries so that they are fit for the needs of patients.

We have already discussed the changes to the reception areas with the group (see item below for more on this), but they have also come up with small ideas that mean a lot to our patients, such as reintroducing the send-

ing out of bereavement cards - a small thing, but its these things that really matter to people.

If you would like more information about the group, or would like to get involved, please call our dedicated message line on 07504 119097 and one of the group will call you back. Alternatively, you can email the us at ppg@blackpoolgp.co.uk



Dr Jessica Rose
Partner

“The PPG can directly influence what happens in the practice. The meetings I’ve been to have been really positive”

Dr Jessica Rose,
GP Partner

The 2009 patient survey

We have been reviewing the results of last year's patient survey, which were sent randomly to around 300 of our patients to ask for their opinions on the services we provide.

We take these survey results extremely seriously and actively encourage you to complete yours and return it should you receive one this year.

Some of the areas where we have made improvements have been;

Privacy

- Installing TV screens in all waiting rooms to improve patient privacy whilst talking at our reception desks
- Installing 'privacy zone barriers' at each reception

Convenience

- Making online appointment booking available
- Making online repeat prescription request available

- We have made it possible to book non-urgent appointments further ahead
- We now open until 8pm on Tuesday's and Thursday's

We hope you like the changes we've made. If you have suggestions about how we can improve further, please get in touch.

Focus On - Blackpool Carers' Centre

Blackpool Carers' Centre is an independent charity supporting unpaid carers of all ages in Blackpool.

A carer is anyone who provides help and support to a partner, child, relative or friend who couldn't manage on their own.

This could be due to age, physical or mental illness, addiction or disability. They provide a range of services to support and enhance the lives of carers

including day trips, courses, yoga, support groups and social groups.

They also support carers by providing one to one emotional support, home visits and liaise with social and health services to ensure support is in place for the person being cared for. Through these activities, carers find mutual support from meeting other people in similar situations and our staff become a

first point of contact to call on in times of need.



If you, or someone you know, would benefit from speaking with Blackpool Carers Centre, they can be contacted on 01253 393748 or visit www.blackpoolcarers.org



www.adelaidestreetfp.co.uk
Adelaide Street Family Practice
 118 Adelaide Street
 Blackpool
 Lancashire
 FY1 4LN
 Tel: 01253 620725
 8am-6.30pm - Mon, Wed & Fri
 8am - 8pm - Tue & Thur

www.harrismc.co.uk
The Harris Medical Centre
 Kentmere Drive
 Blackpool
 FY4 4TW
 Tel: 01253 763556
 8am - 6pm - Mon - Fri
 1pm close on Wednesdays

We are one of the largest and most well established GP practices in Blackpool, serving almost 11,000 patients at our Adelaide Street (Central Blackpool) and Kentmere Drive (Mereside) surgeries.

If you are not already a patient and would like to register with us, please visit either of our practices and speak to our reception staff who will be only too pleased to help. Alternatively, you can pre-register by visiting either of our websites (See left).

If you would like to comment on any of the aspects of the practice, please contact Mike Wain, Practice Business Manager on 01253 620725 or mike.wain@gp-p81042.nhs.uk



Visit us at
www.adelaidestreetfp.co.uk or
www.harrismc.co.uk

Help us to reduce wasted appointments

As much as we try and make appointments available when they are needed, sometimes we simply don't have any available

It's frustrating, especially when patients who do have appointments do not inform us why they are unable to attend. We call these DNA (Did not attend) appointments.

This is not as rare as you might think and with each 10 minute doctors appointment costing the NHS an average of £25, you can see how the total cost soon mounts up - not to mention the frustration felt by those who would have been able to attend in their place.

The following number of appointments were missed across the 2 practices from Sept-Nov 2010

	Sep	Oct	Nov
Doctor			
10 min appt.	148	149	181
Nurses			
10 min appt.	232	172	177
20 min appt.	11	26	26
30 min appt.	32	34	21
50 min appt.	5	10	8

That's almost 80 hours of doctors appointments and over 180 hours of nurse appointments wasted.

Unlike dentists, we don't ever foresee a time when we would charge patients for missing appointments. We also understand that sometimes - and we have all done it - we just forget about an appointment we have made.

However, some patients make and miss literally dozens of appointments each year

So, all we ask is if you ever find that you can-

not make an appointment, please let us know - even if it's at the last minute - you would be surprised at how quickly we can fill that gap with someone who desperately needs it.



A quick call to cancel your unwanted appointment can help us to help someone else