



ST MELOR HOUSE SURGERY NEWSLETTER

WINTER/SPRING 2017

Welcome to our newsletter.

At St Melor we try to manage our appointments to suit the needs of our patients. BUT it is difficult.

We offer “on the day” appointments to our patients who feel their problem is more serious and urgent and they cannot wait for a routine appointment with the GP. The appointments are for 10 minutes and are offered to patients for their acute and urgent problem for that day. Patients are attending these appointments and expecting the doctor to deal with other more routine issues as well as the urgent issue. This takes up more time and means that the doctors will run late. This causes frustration and irritation with the other patients waiting.

We find it difficult as a practice to provide the right balance of appointments and provide on the day appointments to address patient’s needs for urgent and acute access. But providing on the day appointments takes away the ability for the GP’s to provide routine appointments, they cannot provide both. On the day appointments work well but only if patients use it for urgent access and care.

Lots of appointments are being used for common colds, cough, back ache, D and V, and other minor ailments, all of which could be treated at home. Everyone should have information on how to deal with minor ailments and have the appropriate medication in their first aid box. We are providing leaflets with information on what can be treated at home and who to contact in certain situations – pharmacists, 111, etc.

ZERO TOLERANCE – we operate a zero tolerance policy at the surgery, and unfortunately we have to report that some patient’s behaviour is unacceptable. Patients are becoming rude and intolerant to staff and doctors, and being unreasonable with their demands. We are all working to provide the best service that we can, but resources are not unlimited and the NHS is experiencing an unmanageable high demand and expectation from patients.

Just recently a demanding patient entered into a doctors consulting room whilst he was dealing with an emergency drug situation for a terminally ill patient, she did not have an appointment, nor was she invited in by the doctor. Just because the GP does not have a patient with them does not mean that they are not working.

Question – would you do this if you had a dental appointment? Probably not.

Question - Would you cancel your dental appointment if you were unable to attend? The answer is probably yes because there is possibly a financial implication. BUT we have on average 100 missed appointments per month where the patient has not cancelled their appointment. What is the difference???

The practice has decided that from April 2017 if a patient is particularly rude or abusive to any member of staff or GP then we will write to the patient advising them that their behaviour must improve or change, otherwise they could be removed from the surgery.

CONTACTING THE SURGERY: Many patients contact the surgery for advice from the GP and the receptionist will take details with any contact numbers. The GP will always try to return the call on the same day. They often try calling the patient several times without any success. The patient will then contact the surgery, and sometimes angry that the GP has not returned their call. The doctor always logs that they have tried to contact the patient but quite often the response is that it was not convenient to take the call. Please remember that maybe it is not convenient for the doctor either, but they are trying to manage their workload efficiently, and often have as many as 30 – 40 telephone requests. To repeatedly keep trying to contact patients is not good use of their time.



BOOK SALES – we are still selling books in the downstairs waiting room – and all proceeds are going to Salisbury Hospice. Thank you for your continued support with this. It is appreciated.



JUMBLE SALE – we had a very successful jumble sale held in the Village Hall in Durrington in October 2016 – we raised over £700 and this has been donated to Salisbury Hospice. We intend to hold another one in April/May of this year.



Car parking – there is limited parking at the surgery, and if there are no spaces available there are 2 public car parks within approx 200 m. We do not always have time to monitor the car parks and we are aware that people do park at the surgery and go shopping or local residents use the car park during the day. Please only use the car park for your appointment. Do not leave it there. We try to be reasonable and are happy for residents to use the car park when the surgery is closed but unfortunately this is not always the case.

CARERS COFFEE MORNING:

We are having a carers coffee morning on Tuesday 11th April 2017 from 10.00- 12.00.
Any carers are very welcome to pop in.