

## The Croft Medical Centre

# Patient Participation Group

April 2018

### Bank Holiday closures

During May the surgery will be closed on the following bank holidays:

Monday 7<sup>th</sup> May 2018

Monday 28<sup>th</sup> May 2018

If the practice is closed and you have an urgent medical condition that cannot wait until the practice opens please telephone the Urgent Care Services on 111.

### New Appointment System

The start of April saw the introduction of the new appointment system. The Partners felt this was the most appropriate time for this to be introduced as it would cause the least changes in the system.

The Partners have looked at how they can address the appointment issues and also to ensure the safeguarding of the Duty Doctors to safely assess the large number of calls received on a daily basis. On average the Duty Doctor is dealing with between 70 and 110 calls which in the long term is not sustainable.

#### What does an average GP day look like?

Morning: 18 appointments of 10 minutes

Afternoon: 16 appointments of 10 minutes

5 telephone consultations

1 or 2 home visits

In addition to this there is paperwork to be completed including letters and reports to read and write, forms to fill in and supervising Registrars and Foundation GPs.

The Croft have responded to the patient's voice listening to patient views and the outcomes of the PPG survey's.

You said:	We did:
The appointment system was too difficult to understand.	Simplified the system so appointments are bookable on the day and up to 3 weeks in advance.
More availability for online bookings.	Increased the number of online appointments.
It is difficult to see a particular Doctor.	Improve availability to Doctor of your choice and improved online booking.

All appointments are released at 08:00 every day and are bookable online, via the phone or face to face. Appointments are now bookable **on the day** both in the morning and in the afternoon. Appointments can also be booked **3 weeks in advance**.

The new appointment system will help to reduce the pressure on the Duty Doctor as more patients will be able to get an appointment on the day. The Partners will be closely monitoring how effective the new system is and we will keep you up to date with any adjustments.

### Teaching Practice

Croft is a teaching practice for training new Doctors. The practice is dedicated to developing new Doctors ensuring they have the right support and experience to become excellent practitioners of the future.

All Registrars and Foundation GPs are mentored by a Senior Doctor and have a debrief at the end of each surgery in the morning and the afternoon. We have had excellent staff come to Croft some of whom have then become permanent members of the GP staff.

If you are seen by a Registrar or Foundation GP then you will receive a longer appointment with them than you would with one of our GPs. A consultation with your GP is scheduled for 10 minutes. Appointments for Registrars are 20 minutes and for Foundation GPs 30 minute appointments. At all times these staff can ask a more senior GP for further advice during your consultation.

Croft currently we have the following:

Registrars:	Foundation GPs:
Dr Kim Cheung	Dr Chris Hinton
Dr Neil Mercer	Dr Rahul Pankhania
Dr Lubna Shahzadi	

### Doctor's working days

Day	Morning	Afternoon
<b>Monday</b>	Dr Dalby Dr McCole Dr Makda Dr Al-Alousi	Dr Dalby Dr Makda Dr Al-Alousi
<b>Tuesday</b>	Dr Dalby Dr Makda Dr Anwar Dr Hardman	Dr Makda Dr Anwar Dr Hardman
<b>Wednesday</b>	Dr Dalby Dr McCole Dr Varakantam Dr Al-Alousi	Dr Dalby Dr Varakantam Dr Al-Alousi
<b>Thursday</b>	Dr McCole Dr Varakantam Dr Makda Dr Anwar Dr Hardman	Dr Varakantam Dr Makda
<b>Friday</b>	Dr Dalby Dr Hardman Dr Varakantam Dr Anwar	Dr Dalby Dr Hardman Dr Varakantam Dr Anwar
Current Registrars and Foundation GPs have surgeries Monday to Friday with the exception of Wednesday afternoons. Tuesday and Thursday afternoons are dedicated to teaching surgeries.		

### Meet the Staff:



**Name:** Mary Rai

**Job Title:** Receptionist

**Job Description:** Front desk, answering phones, tasks, letters, prescriptions and document management.

**Joined Croft:** 1999

**Why work at Croft:** I started at the Croft nearly 19 years ago. The Croft Team are like a family and I have enjoyed working with them, both old and new colleagues. I feel I have grown into the role over the years learning new skills and adapting to the way the practice has changed over the years. I love working on the front desk and meeting our patients and ensuring all of the patients visiting us feel valued.

**Interests:** I love going to the theatre, reading a variety of books and I love looking after my three year old Grandson and getting together with family and friends.

### IUCD/Coil

Currently the practice are not fitting IUCDs and Coils. Patients needing this will now have to make an appointment at St Peter's Health Centre. However, in due course a new service will be commissioned by the East Leicestershire and Rutland Clinical Commissioning Group for a new scheme within Oadby and patients will be informed of this once it is available.