



## PRACTICE NEWS:

We upgraded our telephone system in March to help up deal with high volumes of calls in a more efficient way. There will also be an automated system to tell you which number you are in the call queue.



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## DO YOU TAKE CONTROLLED MEDICATIONS?

If you have been prescribed controlled drugs by your GP or they are on your repeat medications list, we now require ID and a signature when they are collected.

Please come to the reception desk as you normally would. One of the receptionists will ask you for ID and you will need to sign to say you have collected the prescription. We are doing this to tighten up on our data security procedures and to prevent NHS fraud.

### Controlled drugs include:

- Tramadol
- Oramorph/Zomorph
- Zopiclone
- Diazepam
- Tramulief
- Fentanyl
- Lorazepam
- Dexamfetamine
- Oxycodone
- Concerta
- Methylphenidate
- Mezolar and Buprenorphine patches

**Please note this list is not exhaustive.**

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## PATIENT SURVEY RESULTS 2018

Thank you to those patients who took part in our Annual Patient Survey. We had 388 responses in total.

Overall most areas of the practice appear to have improved in comparison with last year. Most pleasing was the response to our phlebotomy service with 97% satisfaction and 98% would recommend the service.

Only 54% of respondents were aware of our new online facilities. If you haven't already, please take a look around our new website:

[www.bosmeremedicalpractice.co.uk](http://www.bosmeremedicalpractice.co.uk). Patients should be able to communicate with us online, just as they would via telephone or at the front desk. There are a number of forms you can fill out to save you coming into the practice.

We had a lot of constructive feedback from patients and thought we would take the opportunity to reply to some of the comments:

### 1. **“Improve the telephone system.”**

We have upgraded our telephone system at the practice in the last couple of weeks. We have arranged for music to play while you are waiting and an automated system will be able to tell you what number you are in the queue. We have also decided that blood and sample results will not be given out until after 10am to reduce the volume of calls first thing in the morning when appointments are released.

### 1. **“Being able to book appointments in advance.”**

The practice releases a number of appointments two weeks in advance which are made available online. If you would like access to these appointments please come into the practice with photographic ID and a receptionist will issue you with a login for this online facility.

### 2. **“Shorter waiting time for appointments.”**

The majority of our appointments are released on the day. The morning appointments are released at 8am and the afternoon appointments are released at 1:30pm. If you are not successful at getting appointment on one day, you can try the next. We have found this means patients are able to be seen on the day rather than waiting two weeks for an appointment.

### 3. **“Proactive contact after blood test to confirm if ok.”**

Unfortunately with almost 19,000 patients we receive hundreds of samples results every week. Therefore, we are unable to respond to each individual patient to confirm that their results are normal. We often advise patients to request their results via our website or alternatively call the practice about a week after their samples are taken. We will only contact patients who require a follow up with a GP.

### 4. **“Go back to the old appointment system you are still getting just as many missed appointments as you did before.”**

In October 2016 we had 423 missed appointments and 471 missed appointments in the November. Since our appointment system has changed to on the day booking we have seen these figures drop by more than half. We had 192 missed appointments in January 2018 and 180 in February. Understandably this is still a lot of appointments which patients fail to attend but there is a significant difference and improvement.

**“I would just like to say the doctors at the surgery are fantastic” and  
“With the pressure you have you do very well.”**

Thank you for all your feedback.