



# Dr S J Godfrey & Partners

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Website: [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk)

18<sup>th</sup> October, 2012

Dear Patient Reference Group Member,

As promised, following is a further update on our two main projects for this year:-

- **Making appointments early in the morning**

As it appeared to produce positive results, we have continued the “new” system whereby members of the practice team take appointment calls only at terminals other than on the reception desk.

Whilst I would like to say there have been no complaints regarding contacting the practice on the telephone first thing in the morning for an appointment, that would be wrong! However, the number received in the past few months has been considerably less.

It would appear from this that we are at least on the right track to resolving the problem so we will continue with the new system. We will keep the situation under continual review though - constructive feedback from you on this issue will always be welcome.

- **On Line booking**

Some – albeit slow! - progress has been made.

We have the necessary software and are awaiting training. Originally, we had hoped this would be in September, but it will now take place during November.

Further updates to follow in due course!

## **GENERAL**

- **Care Quality Commission Registration (CQC)**

You may have heard about the Care Quality Commission in the past, particularly in respect of Nursing Homes. Amongst other things, the Commission is responsible for ensuring standards are met by organisations who deal directly with patient care. Registration for dental surgeries is, I believe, complete and it is now the turn of GP Practices; we are required to have completed on line registration with the CQC by 1<sup>st</sup> April, 2013.

Each practice had to apply for a registration “window”; ours falls in November this year. This means we are currently working hard to not only complete the required registration documentation, but also to ensure that our systems meet the standards detailed. We are confident they do but, as is good practice, we will take the opportunity to review our procedures to see if they can be improved.

The CQC will inspect our premises and practice every two years; we will have very little, if any, warning of their visits. They will not only wish to inspect our premises and speak with practice staff; it is our understanding that for a considerable part of their visit, they will wish to

Speak with any patients who are in the waiting room on the particular day regarding services provided by the practice.

In our next PRG update, we will let you know how our registration is progressing!

If you wish to know more about the work of the Care Quality Commission their website details are [www.cqc.org.uk](http://www.cqc.org.uk)

- **Blood Tests**

In our last update, we also included details about where you can access blood tests; as some of the information provided has very recently changed, following is the revised information:-

**Southampton General Hospital**

**Over 16 Years of Age:**

Monday to Friday - 8 a.m. to 4.45 p.m.

Walk in service available – no appointment required

**Children 0 – 16 Years:**

Telephone for an appointment on 023 8079 4075 with the Children's service (Butterfly Clinic) at Southampton General Hospital.

**Lymington Hospital**

Monday to Friday – 7.30 a.m. to 3 p.m.

Age range – Over 5 years old

Walk in service available – no appointment required.

**Romsey Hospital**

Limited walk in service – no appointment required

Age Range – Over 16 years

Tuesday and Wednesday      7.30 a.m. to 10.15 a.m.

Saturday                              9.00 a.m. to 11.45 a.m.

- **Patients who Do Not Attend (DNA)**

Patients' not attending appointments continues to be a major problem.

We reported previously that, in June, 170 appointments were wasted; disappointingly, each month thereafter has seen a further increase on this number!

In August a massive **214 appointments** were DNA'd; this equates to nearly **36 hours** of Doctor and Nurse Time wasted. What is difficult to understand is that often these appointments were actually booked on the same day the patient was due to attend!

Clearly, we are failing to get over the right message to some patients on how important it is that the practice is notified if they cannot attend.

Can you help us with a better approach to this problem please?

## **THE FUTURE**

- **Next PRG Survey**

Please keep an eye out in your mail boxes as our next survey will be forwarded to you very shortly.

This survey will be to decide on the most important topics/projects for the coming twelve months.

We hope you will find the time to participate in the PRG survey again this year.

If you have any concerns and/or constructive comments (good or bad) regarding the information provided above, please don't hesitate to let me know.

Thank you for your continued participation in our Patient Reference Group and for your interest in our surgery.

Kind regards.  
Iris Pilgrim (Mrs)  
On behalf of  
Dr. S.J. Godfrey & Partners

### **Important Note:**

If you no longer wish to participate in the Patient Reference Group, please notify us by one of the following methods:-

**Post:** PRG Administrator, Dr. S.J. Godfrey & Partners, Totton Health Centre,  
Testwood Lane, Totton, SO40 3ZN.

**E-mail:** [hamp-pct.Dr.GodfreyPRG@nhs.net](mailto:hamp-pct.Dr.GodfreyPRG@nhs.net)

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