

# Chatfield health care

## Newsletter - June 2007

### ?? ? RESULTS OF OUR PATIENT ? ? ? QUESTIONNAIRE 2007

- Our survey has revealed that the population of Battersea is slowly changing with more patients in the 20 – 39 years age range than previous years, but we remain a diverse community with many different social, ethnic and cultural groups making up the people who visit our surgery.
- 95% of our patients visit the surgery at least once a year with 20% visiting more than 7 times a year.
- Patients were slightly less satisfied with the reception staff this year and also with the telephone system. They are finding it difficult to get through at peak times especially when the phone lines first open.
- Patients are generally satisfied with the appointment system and are pleased with the extra early morning appointments the practice now offers. Unfortunately, more patients feel that they have to wait longer to see the GP of their choice.
- The vast majority of patients are generally very pleased with the level of care they receive from our GPs.
- In view of the results the following changes have been implemented: the surgery now closes every Wednesday between 1 and 3 pm for receptionist training, senior receptionists are now on hand to help junior receptionists deal with patients, a new telephone system has been installed to allow ease of access to the surgery and we are reviewing our opening times.

We would like to thank everyone that took the time to complete our questionnaire.

### PATIENT GROUP

Do you have suggestions or comments on how this surgery is run? If so, why not join our patient group and have your say? For more details please speak to Nick at reception.



### CHANGES TO THE CLINICAL TEAM

**Dr Abaecheta** has left Chatfield Health Care as she is moving to Sussex. She will be missed by the patients and all the staff at Chatfield. We wish her all the best for the future.

We are pleased to welcome **Nurse Siew-Ling** who joins the team this month to help you with all your nursing needs.

### ☎ NEW TELEPHONE SYSTEM ☎

Following the results of our survey, after consultation with our patient group and research from other surgeries in the area, we have installed a telephone system that allows telephone queuing, to aid patients' ability to contact the surgery.

**The first few days of the system were rather disastrous and we apologise to all our patients for any inconvenience this caused.** However, these glitches seem to have been ironed out and we hope that you will find it easier to get through to the surgery.

**MAIN SURGERY NUMBER      0844 499 6606**

**FAX NUMBER                      0844 499 6607**

**OUT-OF-HOURS                 0845 602 6292**

Calls are answered chronologically and callers are updated as to what position they are in the queue, we aim to answer 80 calls an hour.

**Calls are charged at a Lo-Call rate.**

### ON-LINE BOOKING

Don't forget that if you have internet access you can book appointments and order repeats on-line.

To register for this service please speak to one of the reception team.



From 1<sup>st</sup> July you will not be able to smoke in public buildings, if you want help to quit sign up now for our **Stop-Smoking Clinic**.