

DATCHET HEALTH CENTRE - PATIENT PARTICIPATION GROUP

THE PATIENT VOICE – NEWSLETTER WINTER 2022

The Group met with the Managing Partner Dr. Asif Ali and Practice Manager Rim Kennou in August and Dr. Ali in November and discussed the usual topics of appointments and telephone service.

Menopause Matters – We held, jointly with Dr. Ali, a health education evening in Datchet Village Hall on 21st September when Dr. Shipla McQuillan and pharmacist Caroline Pote gave presentations and answered questions. Unfortunately the on-going problems with NHS e mail communication meant that although 30 patients attended there was scope for more. Our thanks to Ewan Larcombe for managing the PA and projection. Dr. McQuillan has followed her talk up with an article in the December copy of The Link which is distributed throughout Datchet and also available at the Surgery, Datchet Library and The Bridge.

Telephone – The numbered queuing system was working well but further potential options were yet to be actioned. Options outside the main queue include test results and at busy times re-direction to the Primary Care Network Hub which would operate as an extension of the Datchet Surgery. Experience locally suggests that a variety of options is fine so long as there are people to answer the extensions. In the month of October receptionists received 3654 telephone calls from patients.

Appointments – In terms of clinicians the Centre is fully staffed with Nurse Practitioners and paramedics offering appointments for non-urgent cases with a MSK practitioner available every day at KE7 Hospital in Windsor. The Nurse Practitioners and paramedics are supervised by a doctor. On line consultations via the Datchet Doctor website are popular with a response by an appropriate clinician within two days, however it should not be used to request an appointment. During December up to Christmas apart from routine appointments the surgery booked 684 face to face appointments and 697 telephone appointments with doctors, paramedics and Advanced Nurse Practitioners

Walk-In Centres – Unfortunately the former Centre at the Upton Hospital although now open again is only available for Slough residents. There is hope that the current facility at KE7 Hospital could be ramped up to provide a walk in facility for patients of the Datchet Health Centre and the PPG is endeavouring to take this forward.

Annual Patient Survey – As the annual NHS Ipsos-Mori survey only covers a few patients per practice the PPG will try to conduct its usual local survey early in 2023.

Dr. Asif Ali, Managing Partner - *“The practice continues to work hard to meet the needs of our patients. We transitioned in the summer to a hybrid model of consulting with a mixture of telephone and face to face appointments for those that require them. The practice continues to review how it operates and ensure we have the right balance of appointments. Many patients inform us how they welcome e-consult and telephone appointments, hence the need to reach the right balance. We have a new telephone system which we are adapting so that patients can contact us more easily than they have been. Thank you for your understanding whilst we have*

gone through this transition. Furthermore we are working alongside Windsor Primary Care Network to offer additional same day appointments with GP's, Advanced Nurse Practitioners [ANPs] and musculoskeletal [MSK] practitioners. This is proving successful to manage the increased demand over the winter months and will continue to operate as an addition to practice appointments for our patients. We look forward to working with the POG and ensuring we do the best we can in terms of access to appointments and experience of patients with the practice."

Antibiotics – The Competition and Marketing Authority has launched an investigation into the sharp rise in prices of antibiotics following the surge in the number of children falling ill with StrepA. Some pharmacists are having to pay £19 for drugs that previously cost £2. Dr. Ali informs us that although the number of prescriptions for antibiotics has risen the pharmacy is able to replenish stocks each day.

The NHS – We sometimes forget that the Datchet Health Centre is an integral part of the wider NHS with the practice working to the terms of a NHS contract. The NHS is clearly on its knees and has been for many years and we have at last reached breaking point with the nurses and ambulance crews. The answer will be a political one but politicians are seemingly reluctant to take responsibility for a crisis of their making. Clapping during the pandemic was never going to be enough to fix the problem.

PPG Members

David Simpson chair and newsletter [davidsimpson909@gmail.com]

Patricia James

Rowena Mignon

Suresh Gogna

Pam Curry

Anita Kapur

Julie Layton

Stephen Always

New members welcome, we meet quarterly at the Surgery at 2pm for an hour or so.

Note – Views expressed in this newsletter are not necessarily those of Datchet Health Centre

22nd December 2022