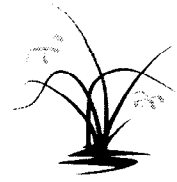


NEWPORT SURGERY

NEWSLETTER



Second Edition, April 2007

Welcome to:-

Dr. Raghavendra Vadiraj. Our Registrar will be with us until August 2007.

Best Wishes to:

Mrs. Sylvia Owen. Our Receptionist of 29 years retired at the end of December 2006. We wish her health and happiness in her retirement!

Mrs. Eleri Morris. One of our Practice Nurses will be going on maternity leave at the end of May, 2007. We look forward to welcoming the new addition to her family!

Did you know:-

49 new patients have registered with the Practice since January 2007

461 patients did not attend for pre-booked appointments between October 2006 and March 2007!

90% target was reached in our GMS Quality and Outcomes Framework

£25.70 was raised by Surgery Staff for Comic Relief. We sold chocolates. Thank you to everyone who donated money



The ban on smoking in enclosed public places in Wales has come into force.



PATIENT SATISFACTION EXPERIENCE

Results of the 2006 – 2007 Patient Experience Survey

The full results, comments and comparisons to 2005 – 2006 can be found on display in the waiting room. The vast majority of our patients continue to express considerable appreciation and satisfaction with our service.

In our Action Plan our main objectives are to continue with and to improve our current high standard as reflected in the results of the patient experience survey. Our aims over the next two years are as follows:-

1. Improving the way in which we work . Our motto “We aim to be the best”
2. Appointments – Our Access audit confirms that we are well within the access contractual requirements. We will continue to assess appointments availability and we will increase patient awareness of the availability of other appropriate members of the clinical team. Requests to see a particular will necessarily involve delay, but the continuity of care is a bonus.
3. Informing patients and encouraging Patient feedback – We are more than happy to receive patient comment and feedback. We have a “comments” box in the reception area. Our notice boards/information boards are updated on a regular basis.

Please be assured that the doctors and staff at Newport Surgery continue to strive to give you all the best of our care and efforts

SURGERY EQUIPMENT/BOOK/VIDEO LIBRARY

We are fortunate to be able to loan our various equipment (e.g. blood pressure monitors) and books or videos on a short term basis. Unfortunately, not all of these items are being returned as they should be. All loaned items must be returned to us so that they can be made available for the next person who needs them.

BOOK PRESCRIPTION WALES (BIBLIOTHERAPY)

This scheme allows highly recommended self-help books to be prescribed by GPs. Once a book prescription is issued it can be exchanged for the book at any branch Library throughout Wales. Leaflets and a list of the books available can be found on the notice board at the Surgery.



HEALTH CHECKS FOR CARERS

This pilot scheme continues. If you are a Carer and would like a health check, please make an appointment with the Practice Nurse. Please mention that you are a Carer.

Our Reception Team

Receptionists are Sandra Llewellyn, Christine Phillips, Julie Charlton and Samantha Mace.

Our team of 4 receptionists have a demanding job. They have to be multi-tasking.

Their role includes answering all incoming calls, dealing with all patients and visitors at the desk, ensuring the smooth running of surgeries. Making appointments, processing prescriptions. Liaising with: patients, health professionals, hospitals and chemists. They file records and sort the incoming mail, and electronically file all patient documents, along with numerous other clerical tasks.

Reminders for you!



- Dr. Manomie Edirisinghe. She continues to work with us two days a week.
- If you have a routine or general enquiry please phone after 10.30 a.m. You will then avoid the peak time period.
- Please let us know if you are unable to attend for an appointment. There were 66 DNAs in January, 2007.
- If you are no longer using equipment, books or videos you have loaned from the Surgery, please return it to us as soon as possible.
- If you feel that a book might help you to overcome an emotional problem, consider asking your G.P or Nurse about Book Prescription Wales.
- The ban on smoking in enclosed public places has come into force. Would you like to give up smoking? We can refer you to a Smoking Cessation Officer.
- If you are a Carer and would like a health check, please make an appointment with the Health Care Assistant or Nurse
- If you are aged 65 or over you may need a pneumococcal injection. Leaflets are available at the Surgery.
- If you have any suggestions on how we can improve our service, please let the Practice Manager know or leave your comments in the "comments" box in reception.
- Our bilingual website is www.newport.mysite.wanadoo-members.co.uk

**If you need advice when the Surgery is closed please
telephone 01239 820397 and your call will be
answered by
Pembrokeshire Care on Call
In an EMERGENCY DIAL 999**