

# EMMER GREEN SURGERY PATIENT NEWSLETTER – OCTOBER EDITION

Friends and Family – Would you the patients recommend us?

For the Month of September: We received 254 responses.

This is what you said about us. Thank you very much!

Options	Total	Percentage
Extremely Likely	212	83.5%
Likely	36	14.2%
Neither	3	2.7%
Unlikely	1	0.4%
Extremely Unlikely	2	0.9%
Don't Know	0	N/A

Here are some of your lovely comment's you left about us this month.

## MONTHLY STATISTICS FOR SEPTEMBER - VIA EMMER GREEN SURGERY WEBSITE

In the month of SEPTEMBER, we had **845** repeat prescription requests.

We also had **100** New patient requests.

We offered **1117** face 2 face appointments and **40** of those patients did not attend.

PLEASE cancel your appointment so we can give this to someone else to attend.

Not sure if the correct channel but I am writing to say that I have received excellent care from the pharmacist Richard Jones. He is caring, thorough and shows exceptional personal care. This is the best care I have received from any health professional at the surgery since being a patient at Emmer Green.

“Keep it up best surgery in this area!”

Professional, respected dignity and gave time, giving me control to stop at any time.

“This time the receptionist as well as doc were very receptive and caring.”

WELL ORGANISED APPOINTMENT. PHONED UP AND DIDN ' T WAIT LONG ON THE CALL AND GOT APPOINTMENT IN 3 DAYS. AT THE SURGERY I COULD CHECK MYSELF IN USING TOUCHSCREEN AT THE RECEPTION AND MY APPOINTMENT WAS PRETTY MUCH ON TIME WITH NO WAIT. LOVELY COMPASSIONATE AND CARING DOCTOR AS WELL.

I saw Dr. Ciecierski on 22 September about the pain and difficulties I have been experiencing in the past few months caused by an inguinal hernia. He was sympathetic and thorough in his examination, saying he would refer me for surgery. I felt less anxious and assured after I visited with Dr. Ciecierski. Also, a day earlier, I had a phone appointment with clinician Hayley Collinson about my ear infection; after reviewing photographs and videos of the affected area, I forwarded them to her (supplied by the establishment I had visited earlier that day to remove wax from my ears), she prescribed a topical drop I have been using since with good results. The reception and staff at Emmer Green Surgery are sympathetic, kind, and accommodati

□

## Patients prospective access to medical records

We have a go live date this will be on the 18<sup>th</sup> October.

What is prospective (future) record access?

- Prospective record access enables patients to view all records and consultations entered after 18<sup>th</sup> October 2023, Plus any existing information which you can already access.

By empowering people to manage their own health and care. we can deliver better health outcomes and improve our patients experience and increase efficiency.

Benefits to the patients will be:

Increased knowledge, health literacy and autonomy/collaboration, enabling more informed decision making.

Greater Compliance with treatment regimes due to a better understanding.

Increased patient care and safety as you will be able to accurately share your records with other healthcare professionals.

You will feel more prepared and informed with 24/7 access to health information allowing you to prepare for appointments.

Increased patient satisfaction as patients are empowered to undertake simple tasks without needing to contact the surgery.



### COVID VACCINE UPDATE 2023

We offered on Saturday 30<sup>th</sup> September 961 COVID vaccine appointments.

We vaccinated 772 patients.

We had 189 Patients who DNA their appointments or cancelled last minute. Please let the surgery know if you cannot make your appointment as we can give this to someone else.



A new telephone system is coming to Emmer Green Surgery!

Out with the old and in with the new.

We will update you when we have more info on installation dates!

TBC



We have an exciting opportunity for an experienced receptionist to join a friendly and high achieving General practice with circa 12,000 patients. Previous general practice experience is preferred, but not essential as training will be provided. We are looking for someone who is flexible with excellent communication, customer service and interpersonal skills who enjoys dealing with the public. Good telephone skills are essential, and the successful applicant will have experience in using computer equipment for data entry. This is a full-time role, but we would consider part time/job share for the right candidates. If you think you have the skills and experience essential for this position and would like to join our team, we would be pleased to receive your application.

[bobicb-bw.emmer-greensurgery@nhs.net](mailto:bobicb-bw.emmer-greensurgery@nhs.net)