

## STEP UP TO THE PLATE

JOIN THE 2015 *Chicken* CHALLENGE



We want to cut campylobacter food poisoning in half by the end of this year. You can help by promising to:



Bag and store raw chicken separately from other food, covered and chilled on the bottom shelf of the fridge



Wash everything that's touched raw chicken in soap and hot water – your hands and utensils



Not wash raw chicken as it splashes germs



Check chicken is cooked properly - no pink meat, steaming hot and the juices run clear

It's the little things you do that keep your loved ones safe.  
#ChickenChallenge

Find out more and get involved at

[food.gov.uk/chickenchallenge](http://food.gov.uk/chickenchallenge)

## Did you know?

You can now order your repeat prescription on-line.

That means,

- You can order anytime of the day or night.
- No having to try and get through on our prescription phone-line
- No having to visit the practice to make your request.

If you would like a log-in to be able to order your prescription on-line please ask at reception for details

*Spread the word  
not the germs!*

### Unknown Number Barring

Please Note

If your phone does not take unknown numbers  
We cannot call you

### Crisis Support for victims of Domestic abuse

The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to victims of domestic abuse, regardless of their financial circumstances, race, gender or sexual orientation.

NCDV help anyone apply for an injunction within 24 hours of first contact (in most circumstances)

Contact them on:

0844 0844 999

[www.ncdv.org.uk](http://www.ncdv.org.uk)

### Somerset Dementia Adviser Service

Have you received, or are in the process of receiving, a diagnosis of dementia?

People with dementia have told us that the most important thing they need after receiving a diagnosis is information:

- what will happen?
- what comes next?
- where can I get the information I want when I need it?
- what support is available for me and for my family?

#### Contact the Somerset Dementia Adviser Service.

The service is designed to ensure you get the most out of life by guiding you to all the information you need, not only about your illness but also where to find the most appropriate services in your local area.

Telephone 01458 251541 for further information

**Reception: 444666**

**Prescriptions: 446006**

[www.eastquaymedicalcentre.com](http://www.eastquaymedicalcentre.com)

**Onsite Opticians : 440440 Onsite Pharmacy: 423015 Onsite Dentist: 411141**

## **The 'Friends and Family' test**

We want to provide you with the best possible service and so would like you to think about your recent experiences of our service. There are forms available at the reception desk for you to complete or there is an **i pad** available to submit your answers. This is located at the front of the main waiting room.

### **Please complete a Friends & Family test whenever you visit the practice.**

Thank you to those of you who have completed feedback using the Friends and Family sheets so far!  
**Not many were completed in March– so please, fill one in if you haven't!**

Results for April 2015 are:

- 24 people are extremely likely to recommend us (100%) This gives us a net promoter score of: 100%  
This is an excellent result –our highest ever!

We also got a lot of written feedback in previous months.

These highlighted the following issues – all of which we are pleased to say we know about and are working on:

- **The waiting time to get an appointment**, especially with your own GP. All GP practices nationally are struggling and you probably have now heard in the media about the crisis in General Practice. We are facing reduced funding, additional work being transferred from other services unfunded, rising ill-health, rising patient demand and a big shortfall in the number of GPs. We are doing all we can to provide the best care we can within the resources we have and we appreciate your understanding. You can read more on leaflets we have in the practice.
- **Waiting times once you have an appointment**-We have had longer waits than usual and this has been due to patients needing more time than their set appointment time. Our GP appointments are ten minutes each and if we have a number of patients who need longer than this – for example they are suicidal, need to be admitted to hospital or have just been diagnosed with cancer; the Doctors will spend more time with these patients. We have had a lot more patients needing longer recently and we are sorry that this impacts on you if your appointment is after these. If you are kept waiting it will be for a very good reason and we hope you understand that when you need longer with you GP, you will get this time too.
- **Phone answering**-There were fewer reports of problems with the time it takes to answer the phone. This is great news as we have worked hard to improve and have taken on more staff to really improve here. Training is ongoing so please bear with us for a few more weeks and then we should be back to normal. You can help us by signing up for our online prescription ordering service – it works really well and is available 24 hours a day, 7 days a week. So if you have repeat prescriptions, sign up now!
- **Reception**-A couple of patients mentioned that we could improve reception. Please be aware though that our receptionist work within rules the GPs have set, so please don't blame them if they can't give you what you want, when you want it. Please also understand that whilst that vast majority of patients understand and are reasonable, receptionists also have to deal with abusive patients and this is not easy and can be very upsetting for them. So please be understanding.

**As always we are pleased that we had positive comments.  
Thank you for these – they are very uplifting and encouraging.**

Finally, a couple of patients raised a concern that was quite specific and we may have been able to resolve had we known directly.

So, if you have a specific complaint or problem, please do tell us directly too.