

The Baronscourt News

Volume , Issue

March 2007

Welcome to the Spring 2007 edition of the Baronscourt News

Included in this edition –

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Protected Learning Afternoon

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Public holidays opening times

The surgery times over the Easter Period are as follows:

Good Friday April 6th – Closed.

Easter Monday April 9th – Closed

Tuesday April 10th – Open as normal

We are also closed on May Day

Monday May 7th

It may be useful to keep a small supply of paracetamol and other over the counter remedies at home. This may help you cope with common ailments such as simple coughs, colds and sore throats. In the event of a medical emergency please phone NHS 24 on 08454 24 24 24

Protected Learning Afternoon

The next staff protected learning afternoon will be Wednesday April 25th. The Practice will be closed from 12 noon that day. This provides the staff with valuable time to develop as a team and learn about any new services.

Do we have your correct information?

Occasionally we may need to contact you and it can be frustrating for both the Practice and its patient if the information we hold on our system is incorrect. If you have moved address and/or changed your phone number recently please let one of the receptionists know or inform your doctor at your next consultation.

Meet the Team

This month we look at our practice reception team and the important role they play in the running of the surgery. Mrs Kathryn Ross, Senior Receptionist is responsible for the six receptionists that make up the practice reception team.

Ensuring patients are dealt with promptly and professionally at the front desk, making appointments and organising repeat prescriptions are the tasks most patients will recognise, however the receptionist has a far more varied and complex role. The receptionist must also act as an intermediary between the patient and doctor or other clinical staff and often need to ask the patient questions relating to their illness to ensure that requests are dealt with appropriately. The reception team are responsible for maintaining accurate computer data, electronically filing, logging results and letters, arranging home visits, As the practice moves steadily towards becoming paperlight the receptionist role becomes more IT orientated which is a challenge in itself as technology becomes more advanced. We also have two medical secretaries who type the various referral letters and reports for the GP's and nurses. All of our receptionists are fully trained and most have completed the Practice Receptionist Programme which is a training programme specifically designed for medical staff.

Baronscourt Surgery Website

As part of the Practices ongoing development we are currently looking into producing a practice website. We met as a team recently to pull together our ideas but we want it to be as relevant and as useful to as many patients as possible. We would therefore like to involve our patients in the design and content of the website and invite you to complete the attached form with any suggestions you may have.

Student Teaching

As many of you will be fully aware by now the Practice is continuing with its commitment to teaching 2nd year Edinburgh University medical students and on May 24th these students will be sitting exams within the Practice. We would therefore appreciate your patience and understanding on the afternoon of the 24th as we will only be able to offer very limited appointments and will be endeavouring to keep the practice as peaceful as possible.

Treatment Room Nurse

After 12 years as the Practice Treatment Room Nurse, Irene Sneddon will be retiring from General Practice at the end of March. The Practice and its patients, hope she has time to enjoy a well-deserved rest and will miss Irene but wish her all the best for a long and happy retirement.

This will see another change within our Practice Nursing Team, as we are pleased to announce the addition of Mrs Vanessa McLean to our team, who will join us on May 1st as our new part time Practice Nurse.

Feedback of GPAQ

The **General Practice Assessment Questionnaire** is undertaken by the Practice on an annual basis. In June 2006 we issued questionnaires to some of our patients attending GP appointments. Some of the questions asked about specific experiences for example, satisfaction with receptionists, GP availability, opening hours, continuity and some asked for specific information such as your ability to understand and cope with your problem after your appointment. Patients were also asked for their comments on whether there was anything good about their healthcare and what could be improved about the practice.

The results showed us that patient satisfaction could be increased in terms of the availability of GP appointments and continuity of care. You told us that you felt that our practice staff and GPs were caring and friendly towards you and that you felt that we had a good District Nursing and Health Visiting service. The practice team met recently to discuss the results and agreed on the following action plan which we hope will increase overall patient satisfaction.

1. The Partners and Practice Manager will meet in April to discuss and agree on a strategy for increasing patient satisfaction in terms of GP appointments and continuity of care. A random selection of patients will also be asked to complete a 'GP appointments' questionnaire, which will give us more specific information on what you feel about the current arrangements.
2. A Practice Website will be produced to increase patient awareness of services offered in the practice. Patients will be asked for their views on its content (please see the piece overleaf for more information).

Please remember that if you have any comments, or suggestions, on any aspect of the surgery or the care you receive we are happy to receive feedback at any time and not just when we issue questionnaires, please put a note in the suggestions box, which is located in the waiting room or ask to speak to the Practice Manager.

Coronary Heart Disease

The Practice Nurse, Karen Macmillan, has successfully completed a diploma in the management and prevention of Coronary Heart Disease. **Coronary Heart Disease (CHD)** is a term used to refer to conditions like angina and heart attacks.

The Heart, like all muscles needs oxygen from the blood to function. The heart has its own blood vessels, known as the coronary arteries to supply it but these arteries can become narrowed by a gradual build-up of fatty material within their walls. In time the artery may become so narrow that it cannot deliver enough oxygen to the heart muscle when it needs it – such as when you are doing exercise. This can lead to a pain called **Angina**. This can become more serious if a narrowed artery becomes entirely blocked. This causes a heart attack.

Scotland has one of the highest incidences of Coronary Heart Disease in the western world and is one of the leading causes of death in Scotland. This has been attributed to high rates of smoking, poor diet and deprivation. The treatment and prevention of Coronary Heart Disease is a major part of the work in the surgery.

Having gained this diploma, Karen will be able to assist the GPs in providing specialist care for those patients who have angina, or have experienced a heart attack in the past.

