



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 023 (Jan 2023)

Welcome to the Downland Practice patient info sheet, we have the following updates:

1. National Patient Survey 2022 - Review
2. Change GP Requests
3. GP departing the Downland Practice
4. Pharmacy Services
5. Feedback NHS website
6. Christmas Gifts
7. Feature Article – NHS Winter Pressures

### **National Patient Survey (NPS) 2022 - Review**

A review of the NPS has been undertaken by the team at Buckinghamshire / Oxfordshire and Berkshire (BOB) Integrated Locality Team, this review looked at 166 GP Practices in the BOB area. Initially when the results came through to the Downland Practice the question about '*do you find the reception team helpful*' did not score as highly as we would have liked. We brought this issue to the Patient Participation Group (PPG) and did run our own survey; this survey did concentrate on the reception team. The results did show an improved evidence of patient satisfaction in several areas. The results from the BOB review of the initial NPS data placed the Downland Practice 10th out of 166 GP Practices in the BOB area. The Downland Practice reception team do work to guidance in terms of booking in appointments, we have worked on lowering the times that it takes to deal with phone calls from our patients. The NPS 2023 is likely to take place between February and April 2023, if you are one of the randomly selected patients for the NPS, please do complete this survey.

### **Change GP Requests**

We are getting several change GP requests; this is where the patient's named GP is requested to be changed for another GP. Please be aware that if the GP you request already has a full list of patients, then you will be allocated to a GP who has capacity in their patient list. We do try and action GP change requests in a four-week period, this can at times be longer depending on other demands on the practice and GP holidays.

### **GP departing the Downland Practice**

Dr Victoria Ashall will be leaving the Downland Practice on the 10 March 2023. The Downland Practice are saddened by this news. Since joining the Downland Practice in November 2022 other personal reasons have arisen for Dr Ashall and it has become necessary for her to relocate employment closer to home. This will cause some movement of patients who are on Dr Ashall's patient list. This will likely be a temporary allocation of patients to another GP in the surgery until we have resolved the workforce gap. Sorry for



any inconvenience this may cause to patients who are currently registered with Dr Ashall. We will keep you updated on any recruitment developments in the coming weeks ahead.

### **Pharmacy Services**

The Downland Pharmacy is currently under huge demand for medications, this is a direct result of patients waiting to be seen in Hospital, this list is well over 7 million patients. As a result of not being able to get seen at hospital patients are on medications for longer. The Pharmacy was processing **12,000** prescriptions a month before Covid-19, we are now doing **15,000** prescriptions a month, this is an increase of **25%**. So that services for patients can continue the Pharmacy will still be open from 13.00- 15.00 daily but there may be a longer wait so that the staff can prepare medications ready for collection. It is anticipated that this will last until the end of March 2023. Sorry for any inconvenience this may cause to users of this service.

### **Feedback NHS website**

The last few months has seen the patient feedback via the NHS website increase. This link is being sent out randomly from the Downland Practice after patients have had an appointment here. All responses are answered to in a reasonable time frame. The views can be looked at by anyone on online, the last few months of responses has been shared and welcomed with the staff at the Downland Practice. Have a look at the below link to view the comments from patients.

<https://www.nhs.uk/services/gp-surgery/the-downland-practice/X36437/ratings-and-reviews>

### **Christmas Gifts**

The Downland Practice would like to send out big thank you to all the patients who sent in gifts of chocolates and biscuits over the festive period. It is much appreciated and a boost for all the staff. Thanks again for thinking of the surgery staff.

### **Feature Article – NHS Winter Pressures**

You will all be aware of the current NHS winter pressures, increased hospital waiting times for routine appointments, long waits to be seen at A&E departments, 999 ambulance response times are hugely increased and 111 is dealing with far many calls than it can cope with. At the Downland Practice demand for on the day appointments has been at levels we have never seen before during the last 6 weeks. The Duty Doctor and paramedic have been full to bursting during this period, there was even one day where we had to close our on the day service as we had no appointments available at 08.30. We do have a three to four week wait for our routine appointments, some GPs have longer and some shorter waiting times, this does vary from time to time. Patients are offered the next available appointment for on the day appointments, patients who are unable to attend this appointment will be advised to ring back the next working day. We have had some GP and other clinical staff sickness during this period. We do try and inform patients as soon as we can of any appointment cancellations, these do tend to be sent via text message and are at short notice.



**Website Links – Please click on the below links to the practice website for other news.**

Private Medical Work - [https://www.downlandpractice.nhs.uk/practice\\_news/private-medical-work/](https://www.downlandpractice.nhs.uk/practice_news/private-medical-work/)

Recovery In Mind - [https://www.downlandpractice.nhs.uk/practice\\_news/recovery-in-mind-march-date/](https://www.downlandpractice.nhs.uk/practice_news/recovery-in-mind-march-date/)

GP Leaving the Downland Practice - [https://www.downlandpractice.nhs.uk/practice\\_news/gp-leaving-the-downland-practice/](https://www.downlandpractice.nhs.uk/practice_news/gp-leaving-the-downland-practice/)

Request to change GP - [https://www.downlandpractice.nhs.uk/practice\\_news/request-to-change-gp/](https://www.downlandpractice.nhs.uk/practice_news/request-to-change-gp/)

GP Locum – Dr Curtis - [https://www.downlandpractice.nhs.uk/practice\\_news/gp-locum-dr-curtis/](https://www.downlandpractice.nhs.uk/practice_news/gp-locum-dr-curtis/)

Practice Survey - [https://www.downlandpractice.nhs.uk/practice\\_news/patient-survey-downland-practice/](https://www.downlandpractice.nhs.uk/practice_news/patient-survey-downland-practice/)

Ask the GP a question - [https://www.downlandpractice.nhs.uk/practice\\_news/ask-the-gp-a-question/](https://www.downlandpractice.nhs.uk/practice_news/ask-the-gp-a-question/)

Home Blood pressure Monitoring - [https://www.downlandpractice.nhs.uk/practice\\_news/home-blood-pressure-monitoring-2/](https://www.downlandpractice.nhs.uk/practice_news/home-blood-pressure-monitoring-2/)

**Repeat Prescriptions Request please email the Downland Pharmacy as below.  
Requests will take 4 working days to process.**

[prescription.downland@nhs.net](mailto:prescription.downland@nhs.net)