

Jorvik Medical Practice

Newsletter Spring 2009

Practice Manager
Mrs Dana Homer

Partners

Dr Wendy Evans
Dr David Fair
Dr David Hartley
Dr Julia Alexander
Dr John Lockett
Dr Nicola Gill
Dr Tony Pegrum
Dr Ben Shorten

Salaried

Dr Rachel Grainger
Dr Shireen Fatheazam

Dr Tania Chaudhry

Nurses

Alison Marshall
Jan Jones
Iffa Settle

Telephone

8am – 6 pm

Surgeries from

8.30am - 6pm

Visit requests

call before 10.30

Results

call after 10.30

Urgent Out of Hours

0845 056 8060

York Hospital

631313

Social Services York

613161

Citizens Advice

636066

NHS Direct

0845 4647

Registrar Births &

Deaths

654477

FAREWELL TO DR EVANS

I joined the practice on St David's Day, the first of March 1987 as a fresh faced newly qualified GP. Well, I was hardly fresh faced as General Practice was not my initial choice of career. My original studies at Sheffield University were in Physiology and then I did some research in Pharmacology. Part way through my research project I realized that working with test tubes and animals was not really my thing and so I applied to medical school. To my surprise and great relief, the Dean saw fit to give me a place. I have never regretted this change of career.

At the completion of my GP training, I was working at St Leonard's Hospice and doing locum surgeries around the city. I was delighted to be invited to join what was then Peckitt Street Surgery as

a part time GP. It has been a challenging and exciting role for the last 22 years and I am sorry to have to say a fond farewell to my colleagues, staff and most of all to the patients. It has been a great privilege to share in the lives of so many people, but time marches on and we older GPs need to make way for our younger colleagues. Although after May of this year I will not be at the practice, I will still be working as a GP Appraiser for the next year or so, but also enjoying my hobbies, and my travels in our camper van.

So thanks for all you have all meant to me. I wish you good health and happiness for your future.

Dr Wendy Evans



Dr Evans retires from the practice at the end of May.

TRAVEL HEALTH

As summer holidays approach don't forget to organise your travel vaccinations. A comprehensive travel service is provided by the practice.

Don't forget your medical insurance and European Health Card. The health card is free and entitles you to medical treatment in EU countries but we still advise you to take out comprehensive insurance, as the health card does not cover all expenses including the cost of repatriation to the UK which can be VERY expensive.

SOUTHBANK SURGERY

Work on refurbishing Southbank Surgery has begun and is currently on schedule for reopening in June. Thank you for your tolerance of the disruption caused and we apologise for any inconvenience caused. Watch our website for updates on progress.

Need to lose weight or get fit? Like to START SWIMMING?

We have some vouchers for Edmund Wilson and Yearsley swimming pools to encourage you to start swimming. Ask a nurse, health care assistance or doctor for details.

01904 724343

www.jorvikmedicalpractice.co.uk

2008/2009 Patient Survey summary

	Our % score	Target
How do you rate the way you are treated by receptionists at your practice?	81	77
How do you rate the hours that your practice is open for appointments?	73	67
How do you rate how quickly you get to see this doctor?	72	60
How do rate how quickly you get seen?	80	69
How do rate how long you have to wait?	66	57
Ability to get through to the practice on the phone?	65	59
Ability to speak to a doctor on the phone when you have a question or need medical advice?	78	61
How do you rate how often you get to see your usual doctor?	71	69
How thoroughly the doctor asked about your symptoms and how you are feeling?	84	81
How well the doctor listened to what you had to say?	88	84
How well the doctor put you at ease during your physical examination?	89	84
How much the doctor involved you in decisions about your care?	87	81
How well the doctor explained the problems or any treatment that you need?	88	83
The amount of time your doctor spent with you today?	85	80
The doctors patience with your questions or worries ?	89	84
The doctor's caring and concern for you?	89	84
Able to understand your problems or illness?	75	69
Able to cope with your problems or illness?	71	66
Able to keep yourself healthy?	67	62
All things considered, how satisfied are you with your practice?	86	

FROM OUR PATIENT FORUM:

The Practice carried out a Patient Survey in 2008 and the results of this were discussed at a meeting of the Patient Group. One of the questions raised in the survey, which is designed at a national, not local, level by the NHS, asked about the importance of continuity of care from a patient perspective. It was obvious that the term, which is used fairly commonly in the NHS, meant different things to different people and this made it difficult to draw specific conclusions from this part of the survey. The Group and the Practice representatives decided that it would be a good idea to carry out a separate survey asking patients which of the options meant continuity of care to them personally.

The options were:

- 1 Being able to see the same doctor every time you come to the surgery for whatever reason.
- 2 Being able to see the same doctor every time you come to the surgery with a particular illness, or problem.
- 3 Being able to see a doctor or nurse at the Practice as and when needed, safe in the knowledge that they will have access to your medical history and will be able to check this as needed so as to provide continuity with what has happened before.

The results have been very interesting and an analysis

of the patient responses at February 2009 was as follows:-

Option 1	23	18.1%
Option 2	32	25.2%
Option 3	62	48.8%
Multiple selection	10	7.9%

This is interesting in that the normal interpretation within the NHS is probably Option 1 or 2. It isn't possible to record here the individual comments, the vast majority of which were very complimentary about the level of service they receive, but two conclusions can probably be made:-

- 1 The comments from group 1 and 2 seem to indicate that those patients who are either elderly or who have significant ongoing health or personal problems view these options as their interpretation of continuity of care.
- 2 The large percentage of patients who have opted for group 3 is probably a reflection of the general confidence of the quality of service given by the practice.

Thank you from the Patient Group to all those patients who took time to respond. Information like this is very important to the group if we are to adequately reflect patients views in our discussions with the practice.