

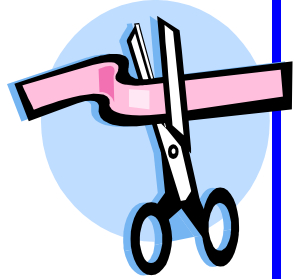


# Carden Medical Centre

April 2007 Newsletter

## Official Opening

Now that we are settled into our new building, we have decided to celebrate our move with an official opening ceremony. Professor John Mallard will formally unveil a plaque marking the occasion on Wednesday 16<sup>th</sup> May 2007 at 4.00 p.m. With over 8,000 patients, it is impossible to invite everyone, however we will be randomly selecting a number of patients through our computer system that will be invited to attend. We hope that nobody will be offended if they do not receive an invitation and hope you understand the constraints that we face, however please be assured that we will undertake this process as fairly as possible.



## Patient Questionnaire:

In order to ensure that Carden Medical Centre retains the current high standards of care, we ask patients for their feed back through a patient questionnaire. This is done on an annual basis and you may have recently been asked to complete a patient questionnaire that asks you a number of questions about your experience before and after you have seen the Doctor. Your help with completing this questionnaire is much appreciated and is your opportunity to feedback to us about different aspects of your care.

This year's patient questionnaire has now been analysed and I am pleased to say that the feedback has been very positive. There are a number of indicators that patients are asked to comment on and the results for the practice are compared to a national benchmark. Out of 19 indicators, the practice reached or exceeded the benchmark in 15 cases. These indicators included your comments with regard to your satisfaction with the reception staff, waiting times, phoning through to the practice, phoning through to the doctor for advice, the doctors questioning, how well the doctor listens, how well the doctor puts you at ease, the doctors explanations, how much the doctor involves you, how much time the doctor spends with you and the doctors caring and concern. They also include your comments on your ability to understand the problem after visiting the doctor, your ability to cope with the problem after visiting the doctor and the ability to keep healthy after visiting the doctor.

There are only 4 areas where we have not reached the benchmark, although the satisfaction ratings in these areas have improved on 2005/06. Three of these areas centre on or are affected by the availability of appointments. We are currently involved with the Scottish Primary Care Collaborative Improvement Programme which aims to improve patient access (see separate article) and therefore we should see an improvement in next year's performance. Last year it was felt that 'Continuity of Care' was an area that may be addressed through the move to Carden House and while the satisfaction rating has increased by 4 points, we are still not meeting the benchmark. This is a particularly difficult area to address, especially where a Doctor only works part-time and some patients view continuity of care as seeing the same Doctor all the time. The SPCC programme may also influence this in that it intends to free up Doctor appointments by signposting patients to a more appropriate service within the practice e.g. practice nurse.

Our priority areas for improvement over the next 2 years are as follows:-

1. Look at practice opening times and adjust if necessary
2. Match supply of appointments with demand from patients
3. Improve patient access to a Health Care Professional

We are always interested in hearing patient's comments about the Practice whether good or bad. Should you wish to feedback on the results of the patient questionnaire, please do not hesitate to contact me.

Lorraine McKenna  
Business Manager.

## Scottish Primary Care Collaborative Improvement Programme Wave 5

Carden Medical Centre is participating in the above initiative which is designed to improve patient access to a Primary Health Care professional and in this instance improve outcomes for people with a diagnosis of chronic Obstructive Pulmonary Disease, including Asthma (COPD) in years one and two and Chronic Kidney Disease (CKD) in year two. This is part of a national improvement Programme that will run for a period of 24 months. We will be gathering data over the next few years that will map patient demand for appointments. This will allow us to match the demand with supply and should result in an improvement in terms of the amount of time a patient has to wait to get an appointment. We will also be gathering data that will help us to improve outcomes for people with COPD.

Any changes that will be made will be notified to patients through posters in the waiting room and through this newsletter. You may be asked to give your opinion on different aspects of your experience at Carden Medical Centre, for example, this week over a 2 day period we will be asking patients to fill a form stating whether or not they would like the availability of 5 minute telephone consultations with a Doctor or not.

We will keep you updated on progress and hopefully you will see the benefits of our participation in this programme in the near future.

### Carden Medical Centre News Corner.

Dr Theresa Marwick and her husband had a lovely baby boy Robert William on Christmas Eve.

Dr Valerie Steven and her husband had a lovely baby girl Georgia at the beginning of March.

Dr Tom Kirkpatrick is covering maternity leave for Dr Marwick and Dr Steven along with Dr Kate Findlay who will be with the practice during March.

We are sorry to say goodbye to the following members of staff. Elaine Gray who has been a secretary with the practice for 17 Years, Audur Bett who was part of the reception team for 10 Years and Fiona Booth treatment room nurse has also moved to pastures new. We wish them well in their future careers.

You will have seen some new faces, Linda Davidson and Karen Prati joined the reception team at the beginning of the year, and Laura Tough in March. Isobel Rodger also joined the secretarial team in March We value your patience during their training period.

We are delighted to inform you that Dr. Stuart Watson was recently conferred as a Fellow of the Royal College of General Practitioners. This is a great honour and we congratulate Dr. Watson on his achievement.

### New Parking Signs



We have recently placed 'no parking' signs outside and opposite the side entrance to the building. The yellow striped area outside the front door is for set down and pick up only and the opposite side of the road is a no parking area. There is ample parking at the back of the building and there are disabled parking spots at the front of the house under the tree. I would ask all patients to observe the 'no parking' signs as they are there to ensure there are no unfortunate accidents.

Thank You,

Lorraine McKenna  
Business Manager