



Volume 1. Number 2. July 2014

## The Village Surgery

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Wolstanton  
Newcastle-under-Lyme  
Staffs  
ST50ET

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Website:  
[www.thevillagesurgery.co.uk](http://www.thevillagesurgery.co.uk)

## Doctors:

Dr V.V. Manudhane  
Dr S. T. Mannian  
Dr M Arora

## Surgery Hours

Monday Tuesday Wednes-  
day Friday 8am—6pm.  
Thursday 8am—1pm.

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# Welcome to our Summer Newsletter!

Our new format has been designed by the Patient participation Group (PPG).

We do hope you enjoy reading our Newsletter and find it useful. If you feel you would like to contribute to it, please speak to the Practice manager who will put you in touch with a PPG member. Many thanks to Gerry Grant for editing the newsletter.

Also the PPG is proud to have a very proactive Web Page which can be found on the Practice Website at <[www.thevillagesurgery.co.uk](http://www.thevillagesurgery.co.uk)> . Many thanks to Paul Swinhoe , our IT consultant for the PPG who has designed it and keeps it up to date.

# Meet the Group: July's Topics

Leo, a PPG member, and Eric , the PPG Chairperson, held a session in the morning surgery on July 2nd 2014. They kindly came along and talked to patients waiting to see GP or Nurse in the waiting room.

These 'Meet The Group' sessions are designed so that the PPG can pass on any important information to patients and also to take any queries or concerns patients may have.. We have held several such sessions and so far they have been very productive.

July's topics were:1) Promoting Online booking system for patients so they can book their own appointments online and also request repeat prescriptions.

2) We also talked about other resources available when the surgery is closed. E.g.: Doctors Out of Hours Service; the Haywood walk in Centre ; The Midway Walk in Centre; Call 111.

## Please consider using these resources

## before visiting A & E..

## In this issue:

A Day in the life of a Practice Manager. Janet Wright gives an insight into how a busy GP practice is run on Page 2.



## A Day in the Life of a Practice Manager



**How long have you been Practice Manager at the Village Surgery?**

32 Years. I have always lived in the Wolstanton area and feel really privileged to be part of the local community.

**How many staff do you look after?**

15.

**What do you see as your main responsibility? What else does your job entail?**

The smooth running of the practice on all levels on a daily basis. I couldn't achieve this without the help of the whole team. The job involves everything and anything.

**When does your day begin and how does it look ?**

My day begins around 7am and is always an unknown quantity. To an outsider it is probably confusing. To a Practice Manager juggling plates is perfectly normal!

**Do you recall any interesting incidents?**

I should have made a note on all the things over the years. I could have had a best seller or even a good film. There have been sad times; mad times happy times. It all goes with the job.

**What do you like best and least about your job?**

Best? People. Helping them and making a difference. Least? Projects which create a lot of work but do not produce change for the better.

**What is the biggest challenge in your job?**

Changes. Things are always changing. There is a lot going on at the moment. My job satisfaction comes from making a difference. If I can help one person per day then it's worthwhile. Looking after the patients is the highest priority.

**What are the most important qualities needed to be a practice manager?**

Patience. Compassion. Organisation. A big dose of common sense and an equally big sense of humour.

**Would you like to change anything about your job?**

No. It's crazy but I love it.

# The Village Surgery

## NHS Choice

Patient Participation Group Newsletter July 2014

Our NHS encourages feed back and evaluation of the service we receive from our GPs. The website <<http://www.nhs.uk/Pages/HomePage.aspx>> has links to the reviews of The Village Surgery which stand at an average 3.5 star rating out of 5.

The three tables below show other ratings taken from the same website together with comments from the Village Surgery Patients.







**Table 1**

Telephone Access	Appointments	Dignity and Respect	Involvement in Decisions	Providing Accurate Information
				
(5 ratings)	(5 ratings)	(5 ratings)	(5 ratings)	(5 ratings)

*this practice booking an appointment could not be easier and it is almost always available on the day or at the latest the next day.*

*Patient Review April 2014*

**Table 2**

 5 ratings <a href="#">Rate it yourself</a>	6574 patients	 84.6% - In the middle range		 Currently accepting new patients	 Online appointment booking is available	 Viewing or ordering prescriptions online is
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**Table 3**

The proportion of patients who would recommend their GP surgery	GP Patient Survey for Opening Hours	Ability to get through on the phone as easy or very easy	Making an appointment rated as good or vary good	Patients rating their practice as good or very good
84.6% Middle Range	90.2% Among the best	96.6% Among the best	92.9% Among the best	89.6% In the middle range

I can say with great confidence that when making appointments or ordering online prescriptions for my family, I have found the staff and website to be extremely helpful....

JAE March 2014

I find all of the doctors very caring and genuinely concerned about my health as their patient

Anonymous March 2014

The doctors, nursing and reception staff have all proved to be welcoming and friendly in my experience.

Anonymous April 2014

### Findings from Patient Survey.

A Patient Survey was recently conducted at The Village Surgery. It contained 35 questions varying from 'getting through on the phone' to 'asking you about your symptoms' and 'explaining tests and treatments'.

It is available on the internet at [http://www.the village surgery.co.uk](http://www.thevillagesurgery.co.uk).

Click on 'Patient survey' on the left.

Here are a few results:

88% said the receptionists are extremely helpful.

98% said doctors are good or very good at giving enough time to patients.

95% feel doctors take their problem seriously.

90.64% say they can see a doctor urgently...normally the same day..

Overall 99% said they are satisfied with the treatment from doctors receptionists and nurses.

### Flu jabs

It may be high summer now but remember to arrange to have your flu jab between September and January.

The jab has a 59% pass rate among 18 to 65 year olds and figures show it has been effective in preventing deaths from flu.

Doctor.....Doctor.....

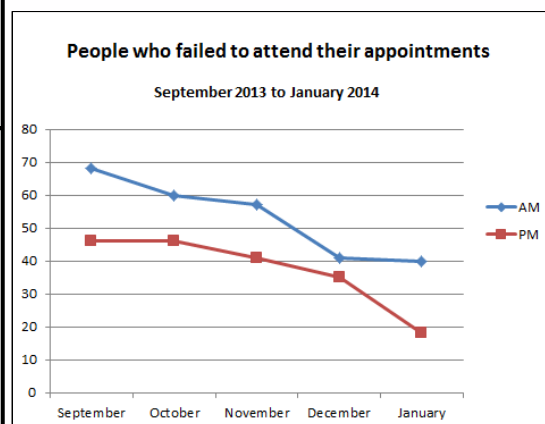
I told the doctor I had broken my leg in two places. The doctor told me to stop going to those places.

### Urgent Help needed.....?

Before going to A & E consider these other sources of help, if you feel you need help urgently outside surgery hours,

- Telephone 111 Service.
- Out of Hours GP Service, Campbell Rd, Stoke.
- Walk In Centres: Haywood, High Lane Burslem and The Midway, Newcastle.
- Ask at reception for more details.

### Did Not Attend Appointments: Statistics.



On the PPG page of the practice website we have full details of the number of patients who did not attend GP and Nurse appointments without letting the practice know.

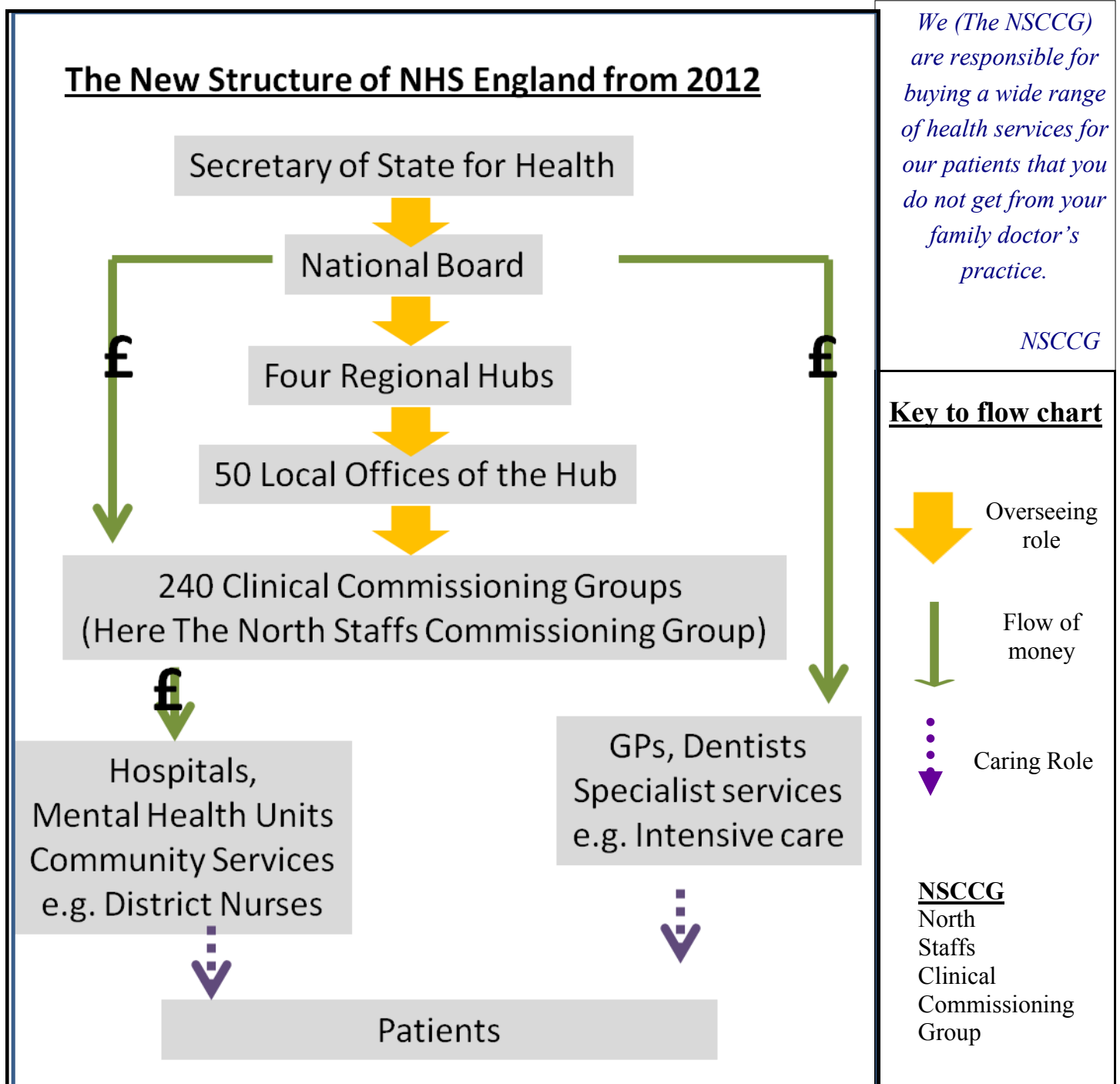
Please let us know if you cannot make your appointment. We can then always use it for someone else.

In June 2014, 57 am and 54 pm patients failed to attend without notification

Suggestion Box: What do you think? Please put your ideas, suggestions and comments for the Village Surgery in the Suggestion Box in Reception.

**The NHS Our NSCCG**  
**Or for most of us The North Staffs**  
**Clinical Care Commissioning Group**

The diagram here illustrates how the hierarchy of the NHS functions from national to local level.



## **Meet The Village Surgery**

### **PRACTICE TEAM**

Doctors: Dr V V Manudhane Dr S T Manian Dr M Arora  
Nursing team: Ann Oakley, Paula Bourne (Practice Nurses) Lynn Williams (Health care assistant)  
Practice Manager: Janet Wright Assistant Manager: Christine Payne.  
Reception/Admin: Joy Hadley, Tracy Foulkes, Jayne Gerken, Linda Kelly, Neelam Khunger, Caroline Kirbyshire, Elizabeth Roberts, Margaret Savage.  
Domestic Assistant: Linda Davies

### **PATIENT PARTICIPATION GROUP**

Chairperson: Eric shone Members: Robert Bentley, Leo Clare, Sylvia Davis,  
Secretary: Jacque Evans Graham Davis, Marie Oliviant ,  
IT consultant: Paul Swinhoe Gerry Grant (Newsletter).

Do you want to be part of the Village Surgery PPG?

See Janet Wright about joining this pro-active group

### **PATIENT PARTICIPATION GROUP: MISSION STATEMENT**

The Patient Participation Group (PPG) represents the voice of the patients of The Village Surgery practice and is a group of voluntary patients who are all interested in our practice and the patients registered here. The Group acts as a representative group that can be called on to influence the local provision of health and social care.

We are: Always happy to talk to patients who are interested in joining our Group  
Patients can be part of the group by either:  
Attending the meetings and activities etc in person  
Being a virtual member and joining the group by e mail.

We do: Have regular meetings in the practice with the practice team.  
Work with the practice team to provide information and advice for patients

We will: Strive to offer support and help wherever we can  
Develop and provide a regular newsletter  
Develop and maintain a website to work with practice website

### **Next Meeting of PPG**

If you wish to join the PPG please register your intention to join the PPG with the Practice Manager at least one week before the meeting. You would be more than welcome.

**Next Issue :- November 2014.**