

THE ROYAL CRESCENT AND PRESTON ROAD PRACTICE

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PRG UPDATE – JULY 2012

Dear members

We have been very busy here at the surgery with lots of projects going on but I apologise for not being in touch for a while. I thought a general update would be useful and I will soon be asking for your help on a new mental health project.

Reception

We refurbished the reception/ waiting areas a few years ago and are now moving onto the next phase. On 16th July we will start to move all the paper notes (in metal filing cabinets) upstairs to create more working space for the reception team. After the Olympics a wall will be built behind the desk to create a 'front of house' where a receptionist will sit and meet and greet patients. The phone will not be picked up at the desk so that the receptionist can give her full attention to patients. The rest of the team will be working behind the wall. If you have been a patient here for a long while you will know that we are going 'full circle' as there used to be a wall behind reception. We feel this will help confidentiality, provide a better area to welcome patients.

Book Swap

Our book swap scheme is going well. We really don't mind if people want to take books without swapping because we are very fortunate to be given lots of books from some very kind patients. We have plenty to go around.

Olympics

The surgery is supporting the Olympics by wearing red/white/blue next Friday when the torch is coming through and for the first 2 weeks of the Olympics. We will be closed for half an hour next Friday morning (9.15 – 9.45) when the torch goes past the surgery on the seafront. We will be open for business as usual – I (along with others) have been involved in discussions regarding healthcare in Weymouth during the games period. Traffic may slow things down a bit but we have plans in place for our more vulnerable patients. And remember you can use telephone consultations instead of coming to the surgery J

**** NEW ** Mental Health Project**

The Surgery is generally very involved in new projects, one of which is improving access to mental health services in Weymouth. We are working with the Dorset Mental Health Forum and I will be asking the PRG and other patients to contribute their views by filling out surveys. What we really need is contributions from patients who have had experience of mental health issues and may have accessed the services available. We would like to know about experiences, what was good? what could have been better? What services should be available? If you are interested in working with us on this project I'd love to hear from you. It is likely that I will call a meeting at the surgery with the Dorset Mental Health Forum to chat and brainstorm ideas for the future. I'll have more details soon.

Flus

Our flu clinics will start in October – we are planning to have clinics pre-arranged to make it as easy as possible to book in to whichever one is suitable for them. We will be doing walk in clinics at Wey Valley and at the Park Community Centre – these have worked really well – with little or no waiting times.

I think that's it for now.

Best wishes

Leanne