

NEWS from Downing Street

Survey shows that patients like doctors who listen to them

THE LATEST survey of patients' opinions about the Downing Street practice shows that satisfaction remains generally high -- and people are particularly pleased with the doctors.

The practice scored highly on clinical matters, with improvements in the scores concerning the doctors' ability to listen to the patient and the thoroughness of examinations and questioning about symptoms.

Doctors' caring, concern, and patience, and the time spent with patients, all improved on an already high score. Patients' own understanding and ability to cope with their illness had also continued to improve year on year.

The survey, carried out by an independent company last November and December, asked people to fill in a questionnaire, which was handed to 75 patients of each of the doctors. Results concerning practice opening hours and doctors' availability had improved following a dip the previous year. Patients also felt that waiting times had got better, as had the amount of time doctors spent with them.

Ability to get through to the surgery on the telephone was not rated highly over the past three years -- the introduction of the new telephone number was not popular, and installing an automated appointments system created problems rather than improved the service. The good news is that work to solve the problems should result in the system being fully up and running very shortly.

When your regular GP is unable to see you...

THE SURGERY'S annual survey showed that most patients like continuity of care and so prefer to see their regular doctor whenever possible. But if he or she is not available you can make an appointment to see one of the other doctors within 48 hours or on the same day if the need is urgent.

Saturday morning consultations are now available for commuters who are unable to attend during normal working hours, by appointment only, between 8am and 11.30am.

Appointments are also offered to commuters on Monday evenings, when two of the doctors see patients between 6.30pm and 8pm. The Saturday and evening appointments were introduced to help people who find difficulty in getting to the surgery because of their working hours.

**MAKE A
DATE
WITH
A NURSE**

**Clinics are
here to
help**

See overleaf

MORE NEWS *from the Downing Street Surgery*

Do you need to see a nurse?

DOWNING STREET'S nurses are a hard-working, knowledgeable and caring team who deal with a wide variety of cases.

They treat patients for common conditions such as minor injuries and handle such procedures as removing stitches, giving travel vaccinations, immunisations and so on.

The nurses' work in dealing with routine care means that the doctors have more time to see patients with more complex needs and to undertake some procedures such as minor surgery that used to be done only in hospitals.

The nurses are trained to run routine clinics for certain illnesses, such as diabetes and heart disease, -- each of them specialises in a different field. Their training enables them to care for patients with long-term conditions.

The receptionists are able to advise on whether an appointment with a nurse is appropriate and of course you can always opt to see a doctor if you prefer. Similarly, a nurse will refer you to a doctor if necessary.

Women's health problems

A WOMEN'S health clinic is held at the surgery by the nurse practitioner, Victoria Yorke, who specialises in women's health and family planning, except for pregnancy and related issues.

She is a registered nurse with advanced training in nursing, medical science and pharmacology and may see patients with common problems and assess their needs.

She can advise on minor ailments and also on chronic diseases, provide treatment or arrange investigations, prescribe medicines, and organise other care. She is at the surgery daily except Thursdays.

How to stop smoking

A "Quit smoking" clinic is now being held on Mondays from 6pm to 7pm -- just turn up. Specialist nurses also give one-to-one advice at other times by appointment.

SPECIAL CLINICS HERE TO HELP

THE PRACTICE offers a number of services and clinics for patients with special needs, held regularly at the surgery. These include:

Asthma clinic -- held weekly by a GP and a specialist nurse.

Child immunisations -- held by practice nurses, by appointment.

Diabetes -- held by the specialist nurse, Catherine Trezise, in conjunction with Dr John Steed, on Tuesdays.

Family planning -- held by Dr Kate Russell and the nurse practitioner, by appointment.

Antenatal clinic -- held by the attached midwives from Frimley Park Hospital on Tuesdays and from the Royal Surrey Hospital on Wednesdays. All the doctors look after their pregnant patients with the help of the midwives. Patients can also contact their midwives directly at the hospitals (phone numbers available at the surgery).

Heart disease -- held by specialist nurse Julia Jordan in conjunction with patients' doctors.

Blood tests -- held by phlebotomist Morgan Wainwright-Hockey on Mondays, Tuesdays, Wednesdays and Thursdays, by appointment.

GOING ABROAD?

A travel health clinic runs at the surgery from 8am to 9.45am on Fridays by appointment, giving advice on foreign travel.

Travel injections are available with advance notice.

Some courses of injections can take several months to complete, so contact the surgery in plenty of time.

MAKE A NOTE ...

**THE SURGERY phone
number is 08 444 125 888.**

**Out of hours emergencies: Call
Thamesdoc on 020 8390 9990.**