

# Water Meadow Surgery News

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## Having difficulty getting an appointment?

Do you sometimes have difficulty getting an appointment? Maybe this is because our appointment books are often blocked by patients who do not attend (DNA) - this despite the fact that the majority are sent appointment reminders by text. Here are a few facts from 2015.

**1,469 number of DNA appointments**

This is equal to

**16,415**  
Minutes  
of GP and  
nurse time

or

**274**  
Hours  
of GP and  
nurse time

or

**7**  
Weeks  
of GP and  
nurse time

Yes 7 weeks of GP and nurse time. This means we are employing a GP or nurse to be here for 7 weeks, only so that appointment slots can sit empty. As a patient who might sometimes have a problem getting an appointment, how does that make you feel?

Most of us have missed the odd appointment in our lives, but

**85 = Number of patients who had a DNA for 3 or more times**

Here is a breakdown of those 85 patients

### **DNA = patients**

3 = 41  
4 = 16  
5 = 9  
6 = 7  
7 = 3  
8 = 3  
9 = 2  
10 = 2  
11 = 1  
17 = 1

If you are unable to attend your appointment, please let us know, so that we can offer it to someone else.

If you have a mobile phone and we do not have your number, please let us know and we can send you a reminder. This text will also offer you the option of texting back CANCEL, so you do not even have to ring in.



and there's more.....

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## Car Parking

We know the car park is a source of annoyance for some of you, but there is only so much we can do. The truth of the matter is; there are not enough spaces for everyone. This is made worse by the fact that the car park is used by visitors to the Job Centre, by staff and visitors to Asquith House next door and by patients and others who park here and go up town.



We have decided to employ the services of a car park enforcement company. In the next few weeks, signs will be erected around the car park to warn unwanted visitors that there will be a penalty for parking here. The fine will be £60 if they pay within 14 days and £100 if they do not. We will only receive £10 of this, which we will be donating to local hospices.

In the meantime, if you have difficulty parking here, you may not be aware that there is a public car park 200m away in Water Meadow



## CQC

**The CQC inspected Water Meadow Surgery on Thursday 12<sup>th</sup> May**

The CQC are the independent regulators of all health and social care in England. They are given powers by the government to monitor and inspect all health care premises.

We are pleased to announce that we were graded as Good



**For more detail about what the CQC said, visit our website on the CQC page at**

<http://www.watermeadowsurgery.co.uk/info.aspx?p=17>

## Au revoir

At the end of this month we will be saying goodbye to our two GP Registrars.

- Dr Peter Reynolds is now a fully qualified GP and he has been successful in landing a job as a partner at a practice in Henley-on-Thames
- Dr Alice Neffendorf will be moving on to Amersham Health Centre for her final year as a GP registrar



At the end of August we will be saying goodbye to Dr Lucy Young who has been working here for the last couple of years is moving to a practice nearer to where she lives

## New Arrivals

Dr Magdalena Hodkova will be joining us as a replacement GP registrar in early August

In addition, we are advertising for a doctor(s) to replace Dr Young and we are also hoping to increase the number of GP sessions, thereby offering more appointments