

South Milford Surgery News



South Milford Surgery

August 2011

Patient Survey 2011

Thank you to everyone who took part in this years survey—as always the results give us plenty to think about. Please see over the page for the results summary for this year’s survey. Copies of the full results are available from the surgery. The surgery and patient group are currently assessing the results and will release an action plan shortly

South Milford Surgery welcomes 2 new doctors to the practice

South Milford Surgery is delighted to announce the appointment of two new general practitioner’s to the practice. Dr Kate Holden will be joining us for eight sessions a week from August 2011 and Dr Hannah Coysh will start in September 2011 doing six sessions a week. We know

all the staff and patients will be very pleased to welcome them to the surgery and the area and will do everything they can to help them settle in quickly. It is no secret the surgery needed to offer more appointments every week and these new members of staff will enable us to do this. We know it has been a time of transition recently and we thank you all for your patience and support.



Don’t forget we want this newsletter to address the questions you have so please do drop us a line with any questions or areas of interest you would like to see addressed and we will endeavor to answer them to the best of our abilities.

Thank you for reading

Stephanie Drury
Practice Manager

Health Awareness Calendar for August

World Breastfeeding Week	1st to 7th
International Youth day	12th
Gut Week	23rd to 28th

Health Awareness Calendar for September

Migraine Awareness Week	4th to 10th
Sexual Health Week	12th to 18th

The doctors at the practice will now be working at the 3 sites as follows;

South Milford

Dr Anne Mackenzie	3 sessions
Dr Susan Stuttard	5 sessions
Dr Steve Lovisetto	6 sessions
Dr Lisa King	6 sessions
Dr Paul Davies	5 sessions
Dr Kate Holden	6 sessions
Dr Hannah Coysh	4 sessions

Thorpe Willoughby

Dr Susan Stuttard	3 sessions
Dr Steve Lovisetto	1 session
Dr Hannah Coysh	2 sessions

Micklefield

Dr Anne Mackenzie	3 session
Dr Paul Davies	2 sessions
Dr Kate Holden	2 sessions

Did you know the surgery at South Milford opens late on a Monday evening until 7.30pm and opens early on a Tuesday morning at 7.00am. Doctors appointments are available in these extended hours and nurse appointments are available in the late Monday evening

Meningitis Awareness	19th—25th
National Eczema Week	19th—25th
World Alzheimer's Day	21st
World Heart Day	25th

South Milford Surgery

14 High Street
 South Milford
 Leeds
 LS25 5AA
 Telephone 01977 682202

Committed to providing
 excellence in primary care
 locally

DO YOU HAVE ONLINE ACCESS?

Did you know you can book
 appointments and order
 your repeat medication
 safely on line?



Online access is available 24 hours a day to suit you and will
 save you time.

Just ask the reception team for an online log in and you will
 have access to all the services.



South Milford Surgery & Milford Pharmacy would like to
 invite everyone to join us for a coffee (or tea) and a slice
 of cake on Friday 30th September as part of the
 Macmillan 'World's Biggest Coffee Morning'. We will be
 serving coffee and cakes between 10.00am and 2.00pm
 and would ask you to make a small donation to the
 charity. We would love as many people as possible to
 join us and raise funds for this very good cause.

South Milford Surgery—

Patient Survey 2011

The survey has provided much food for thought this year. After a challenging few months there are certainly a few areas for the surgery to work. Below are the results of some of the main questions from the survey. The full survey results are available on our website or in the surgery. We will also be publishing our action plan resulting from this in the next newsletter.

Getting an appointment with a doctor

	Excellent	Good	Neutral	Fair	Poor
Getting an appointment on the same day	4.26%	20.57%	16.31%	14.18%	44.68%
Booking an appointment in the next 48-72 hrs	8.67%	21.33%	12.67%	16.00%	41.33%
Booking an appointment more than 72 hours ahead	11.41%	26.85%	18.79%	16.11%	26.85%
Booking an appointment with a Dr of your choice	9.46%	18.92%	14.86%	14.86%	41.89%

Getting an Appointment with a nurse

	Excellent	Good	Neutral	Fair	Poor
Getting an appointment on the same day	4.88%	16.26%	40.65%	8.94%	29.27%
Booking an appointment in the next 48-72 hrs	13.33%	28.89%	26.67%	11.11%	20.00%
Booking an appointment more than 72 hours ahead	17.78%	40.00%	20.74%	11.85%	9.63%
Booking an appointment with a nurse of your choice	7.50%	20.00%	46.67%	15.00%	10.83%

How did you find using the triage system

	Excellent	Good	Neutral	Fair	Poor
	18.49%	20.17%	29.41%	10.08%	21.85%

How helpful & professional do you find surgery staff

	Excellent	Good	Neutral	Fair	Poor
Reception	34.25%	34.25%	10.27%	11.64%	9.59%
Telephone Answering Staff	21.28%	36.17%	14.89%	11.35%	16.31%
Dispensing	31.11%	35.56%	11.11%	13.33%	8.89%
Administration	28.68%	29.46%	23.26%	12.40%	6.20%
Doctors	51.75%	35.66%	9.09%	2.10%	1.40%
Nurses	48.92%	35.25%	12.95%	2.88%	0.00%

How would you rate the following

	Excellent	Good	Neutral	Fair	Poor
Cleanliness of Premises	41.61%	51.01%	2.68%	4.03%	0.67%
Waiting Area	31.21%	55.41%	6.37%	5.73%	1.27%
Cleanliness of Toilets	31.11%	48.15%	15.56%	5.19%	0.00%
Consulting Room facilities	39.60%	46.31%	7.38%	5.37%	1.34%
Dispensary	38.41%	36.23%	17.39%	7.25%	0.72%
Parking	15.00%	39.29%	15.71%	20.71%	9.29%