

Barton House Group Practice Bulletin

May & June 2014



GP Funding

You may have read in the local and national press that the government has decided to phase out a funding arrangement called the Minimum Practice Income Guarantee (MPIG) over a seven-year period, beginning in April. MPIG means many GP practices are guaranteed a minimum level of funding that is not dependent on the number of patients on their list and makes a funding allowance for practices in inner city deprived areas where patients have complex co-morbidities and so need additional help from their GP surgery. Barton House is affected by these changes and we will see our funding drop over the next seven years starting this year. Along with other practices in Hackney, Barton House will be looking to see how it can best challenge these changes and protect the quality of care and service we offer our patients. We will keep you informed as we know more.

Repeat Prescriptions.

This time of year, when we have a number of bank holidays in a short period, is the time to think about your medication needs. Don't leave ordering your repeat prescription for the last minute, always allow 48 hours before collection. Also, we now have Electronic Prescribing Service [EPS] available which means that if you are unable to collect from the surgery you can have the order sent to a chemist of your choice (so long as the chemist is set up for EPS. You ask at reception or at your chemist for details.

Minor Surgery

We are pleased to be once again offering a minor surgery clinic. Dr Doshi will be providing a Minor Surgery Clinic once a month. You will need to see a GP first who will refer you to the clinic once you have been assessed.

In this bulletin...

- ◆ *GP Funding*
- ◆ *Repeat Prescriptions*
- ◆ *Minor Surgery*
- ◆ *Missed appointments*
- ◆ *Telephone System*
- ◆ *Toys and Books*
- ◆ *Staff news*

Missed appointments

Missed appointments [known as DNAs] are a huge problem for general practice. We know that appointments are difficult to get at the time that you want. This is made harder when appointments are made and missed. In April a total of 272 appointments were not attended. If you make an appointment and are unable to attend, please call us and let us know in good time so that the appointment can be used by another patient. Cancelling a few minutes before you are due to arrive means that the appointment is wasted as it is too late to give to another patient.

Telephone System

We are aware that our telephone system is not fit for purpose. We understand the frustration felt by patients trying to get through over the telephone and finding that the telephone rings without anyone apparently answering it! The reality is that our system does not have a queuing facility. Our receptionist can answer only one call at a time. We are in the process of negotiating a new system with a new supplier. This will enable patients to be queued and to be directed to the right person when they call.

We would like to remind patients that if you are calling about any matter **other than needing to make an on-the-day appointment**, please call after 9am. The telephone lines are extremely busy between 8.30-9am and it may be difficult to get through.

Toys and books

We try to keep the toys and books in the children's area well stocked. We find however that books that are put in the area disappear within a week. Please remember to put the books back on the shelves when your children have finished with them .

Staff News

You may have noticed that both Dr Humphreys and Dr Williams are having babies. They will be on maternity leave in April and May 2014 and returning early next year. We are pleased to welcome Dr Amy Banks who will be working with us from July 2014.

Many of you will know our receptionist Jenny Wilkinson who has been at the practice for many years. After her very long service at Barton House, she has decided to retire and take life a little easier. We wish her all the very best in this new stage in her life.