



THE DOCTORS AND STAFF AT
STALBRIDGE SURGERY WOULD
LIKE TO WISH ALL PATIENTS A
HAPPY CHRISTMAS AND A
HAPPY AND HEALTHY 2008

What we have achieved in 2007...

As a surgery we are always looking to improve our services, throughout 2007 there has been we feel considerable progress in achieving our goals of providing a high class service to our patients.

We have:-

- **Successful patient satisfaction survey** <http://www.stalbridgesurgery.co.uk/patientsatissurvey0710.shtml> again surpassing the national benchmark standards
- **Excellent results in the national GP Access survey** with satisfaction scores above those of both the local average practice and national <http://www.stalbridgesurgery.co.uk/gpaccesssurvey.shtml>
- **Internal building improvements**, following last years patient survey and comments which mirrored some of the way we had been thinking we have had a major overhaul of our reception and dispensary <http://www.stalbridgesurgery.co.uk/2007improvements.shtml>
- **Our website statistics continue to rise** with 1545 visits in October 2007. Our November appointment audit shows that 107 appointments were made via our website in that month <http://www.stalbridgesurgery.co.uk/websitestats.shtml>
- **Introduction of EMIS Access** to our website has allowed our patients to **book appointments online, order repeat prescriptions**, and access their medical records in a smooth and efficient way <http://www.stalbridgesurgery.co.uk/>
- **Health Walks** - over the last few years the huge amount of work by Jan Wardell has come to fruition with the introduction of the Stalbridge Health Walks <http://www.stalbridgesurgery.co.uk/stalbridgehealthwalks.shtml>
- We now have **two phone lines coming in on the reception number** 01963 362363, with the addition of a new member of staff this should enhance our telephone answering response times, also we have now a dedicated secretarial line 01963 363317
- **Automated check in** - we have been pleased to install this self check in device for our patients convenience <http://www.stalbridgesurgery.co.uk/automatedarrival.shtml>
- **Health Promotion Campaigns** - we are pleased to have continued our proactive approach to our patients health throughout 2007:-
 - We had a successful promotion of the **'Doubt Kills'** campaign from the British Heart Foundation, an information leaflet was sent to all men over 45 years of age <http://www.bhf.org.uk/doubtkills/>
 - Introduction of the **Expert Patient Programme** <https://www.stalbridgesurgery.co.uk/epp.shtml> we have promoted this service via our website and by the postal campaign to specific disease groups
 - **Emergency Medical Information Envelopes** - the continued use of these envelopes has been welcomed by many patients and we extended the range of patients to all over 65 years of age being offered one at their attendance for a flu vaccination <https://www.stalbridgesurgery.co.uk/emie.shtml>
 - **Are you at risk of Diabetes** - the good work we did in detecting undiagnosed Diabetes has continued throughout 2007 <https://www.stalbridgesurgery.co.uk/diabetes.shtml>
 - All men attending for a flu vaccination were offered **screening for prostatism** with a simple prostate health check <http://www.stalbridgesurgery.co.uk/prostatehealthchecklist.shtml> and the IPSS <http://www.stalbridgesurgery.co.uk/prostatesympscore.shtml>.
- **New members of staff.** We have had two significant changes this year. Firstly, after many years of working for us Hazel decided she would like a change of direction and we wish her well. Cheryl Tate has joined us as our Dispensary Manager. Secondly, the addition of a fifth member of our Reception/Dispensing team Alison Hammond.