



Arden Medical Centre
*Dedicated to providing a comprehensive, caring and
patient-centred service*

PPG Summer Newsletter

We welcome our new staff

A new Doctor.



Arden has been hosting Foundation Year (Year 2) Doctors since August 2016.

Dr. Hardeep Galsinh left us in August and we now have Dr. Rajveer Aktar with us until December 2017.

Our new Healthcare Assistant (HCA) Amanda Villarreal.

Amanda has a nursing background and started with Arden in April. She will be working alongside Linda, taking over from Anna and will work on Tuesdays and Fridays.



Our new apprentice Tom Messenger.



Arden has taken on its first apprentice with support from Solihull College. Tom is working towards a Diploma in Business Administration. Tom will be working on reception and also with the Practice Manager (Becci Young) carrying out administration work & assisting with the daily running of the practice.

Saturday Morning Opening

Arden Medical Centre is open some Saturday mornings from 9am until noon, please make an appointment in the normal way.

(for pre-booked appointments only)

12th August	9th September	23rd September
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You can now book some (doctor) appointments online. Please ask reception for details



Flu Saturday is Saturday 30th September 9am – 12.30pm

Book your appointment now!

Downing Close, Station Rd, Knowle, Solihull B93 0QA. 01564-739194
www.ardenmedicalcentre.co.uk



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Patient survey

Each year we ask patients to complete a survey which provides us with valuable feedback on our services. Results for this survey can be found at

<http://www.ardenmedicalcentre.co.uk/About-Us/Patient-survey>

Patient feedback from annual survey

Patients completing our annual patient survey can leave feedback. Here are some of the most recent comments:

"I think antibiotics should be carefully monitored"

Practice Response: The surgery works with our local Clinical Commissioning Group pharmacist to monitor the use of antibiotics. We run annual audits and follow local & national guidance to ensure we are up to date on prescribing of antibiotics.

"I work in Birmingham so find it hard sometimes to pre-book late appointments"

Practice Response: We do have weekday appointments until 5.30pm and offer Saturday morning appointments for those patients who are unable to visit us in the week.

Patients who are registered for online services can pre-book appointments with a GP up to one week in advance.

"Improve; review your recall letters (for chronic diseases). They cost money to send and are sent unnecessarily i.e. after I have attended my appointment"

Practice Response: We have an annual recall system for all patients with chronic diseases (diabetes / asthma, chronic obstructive respiratory disease). Sometimes there can be a delay in sending out recall letters so they can 'cross-over' with a patient appointment. We are reviewing our recall system to try & ensure it is accurate & kept up to date.

"Should open on a Wednesday afternoon - why do you close?"

Practice Response: The surgery has always closed on a Wednesday afternoon. This is done to allow for:

- GP meetings where Partners discuss patients, services and clinical issues
- Meetings with fellow professionals e.g. Multi-disciplinary teams / Health Visitors / Consultants etc. Not only do these meetings provide the opportunity to meet professional colleagues, they also allow GPs to ask advice on patient & clinical issues.
- Training updates. With requirements to complete mandatory and statutory training it is an opportunity to arrange relevant training sessions.
- Team meetings. With all our staff working part-time, it is the only opportunity we have to gather all the team together to have protected time

Feedback from patients does not currently indicate a need to open on a Wednesday afternoon as well as Saturday mornings.

As a CQC 'outstanding' practice (January 2016). It was noted that having weekly meetings (on a Wednesday afternoon) underpinned the high level of service and care we give our patients.

Please feel free to join our PPG group, ask at reception for more details

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