

Who do I contact when the surgery is closed?

If you require medical advice at any time or medical support when the surgery is closed please telephone **111**.

This will give you access to medical advice 24 hours of the day. The trained professionals will give you advice over the phone or if necessary put you in contact with the Out-of-hours GP service for Oxfordshire.



For **emergency** or life threatening conditions such as :

Severe chest pain.....

Blacking out

Severe blood loss

Severe breathing difficulty.....

Suspected stroke.....

Call 999

www.morland-house.co.uk

Our surgery website is regularly updated and can be used for booking appointments and requesting prescriptions. It also contains lots of useful patient information about the services we offer and links to other health websites.

Hello and Goodbye

In April we will have 2 new doctors joining the team Dr Magdalen Gould and Dr Julia Bartley.

Both are very experienced doctors. Dr Gould qualified as a doctor in 1999 and has been working recently in Abingdon and Oxford. Dr Bartley also qualified in 1999 and will be known to some of you already as she provided maternity leave cover for Dr Doling in 2011.

We were very sorry to say goodbye to Dr Tim Wilson who has been with us for 6 years and has left us to work full time in London.

Computer Upgrade

The surgery will be having a major computer upgrade in June 2014. Further details will follow but we would ask you to be patient with us during the changeover to the new system.

**MORLAND HOUSE
SURGERY
NEWSLETTER
Spring 2014**

**Telephone
872448**



Articles in this newsletter include:

- Patient Survey results
- Appointment times
- Who to contact when the surgery is closed
- Practice Website
- Hello and Goodbye
- Surgery Computer Upgrade June 2014

Morland House Patient Survey



Thank you to all of the 247 patients who completed the 2013/14 **Morland House Patient Survey** either in the surgery or online via our website.

We are very pleased to report that **86%** of all the patient ratings about the practice were **excellent, very good or good** and we scored above the national average for surgeries of a similar size on 27 of the 28 ratings included.

The **highest scores** related to the respect shown by the doctor, the warmth of their greeting, their ability to really listen, the confidence in the doctors ability and the likelihood of recommending the doctor to friends. The manner in which patients were treated by reception staff also scored highly.

Our **lowest scores** were related to the length of time in the waiting room and the likelihood of being able to speak to a doctor or nurse on the telephone if required. In both cases Morland House still scored **higher than the national average** for these issues.

Following consultation with our **Patient Participation Group** an Action plan for dealing with issues highlighted by the survey will include:

- ◆ Reviewing the surgery opening times
- ◆ Providing more information on Out of Hours services
- ◆ Improve seating in waiting areas
- ◆ Promoting our website and on line booking services

If you require further information on the patient survey results please ask at reception or see the further information provided on our website www.morland-house.co.uk and on the noticeboards in the surgery.

If you would like to join our **Patient Participation Group** (we are currently seeking new members) please ask at Reception or contact the Practice Manager on 01865 872448

Appointments

The surgery offers appointments from 8.30- 11.00am and 3.30—5.50pm Monday - Friday and a drop-in service for **urgent** problems on Saturdays from 8.15—10.30am.

Please phone 01865 872448, call at the reception desk or visit www.morland-house.co.uk if you wish to book an appointment.

If you would like a text reminder for your appointment please give reception your mobile telephone number and we will arrange for this

Urgent Appointments

If you need to be seen for an urgent problem you will be offered an appointment with a doctor on the day of your call. However your own doctor may not always be available.

Cancelling Appointments

Please let us know asap if you need to cancel your appointment. This will allow us to reallocate the time to another patient.

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