



Teenagers

We are here to help!



As a Practice, we try to cater for all ages and all conditions. That is part of General Practice and what makes it interesting for us as Doctors and why we chose to go into General Practice in the first place.

One area that is often overlooked though is the teenage years; the time when our bodies and minds go through what feels like a very rapid transition from being a child to adult. It can be a time where you feel under pressure to know it all, but simply do not and you feel that you have to hide behind a façade that just creates uncertainty & anxiety.

This may involve some problems that you do not always feel able to discuss with your parents or other adults and so we are trying to make sure that all teenagers are aware of what is out there for them specifically.

We offer total confidentiality and although we will always encourage you to share your problems with your parents, that is your choice and nothing will be shared without your permission. This includes any contraceptive advice, and an appointment with our Nurses will enable them to explain to you what your best options are.

There is also a load of really useful stuff on the internet. A useful port of call is the **NHS Choices** website (www.nhs.uk) that covers just about everything you can think of including screening, contraception, drugs and anything else you are unsure of.

If you are feeling really depressed or anxious, www.kooth.com is a free online service for teenagers. It is anonymised and has proven to be a really good way for teenagers to express their fears and concerns in a safe and helpful way.

We are also aware that some children have to take over the carer role for their parents, because they are too unwell. Please tell us if you feel you are in this situation, as there is a lot we can do to help you. In particular, **Young Carers In Herts** has been set up for exactly this role and can be contacted via www.ycih.org.

So if you are worried, stressed or simply want more information about something, please do not hesitate to contact our Receptionists for an appointment. They know that everything is confidential & ultimately, we just want you to get back to being happy and confident.

Dr J Brazier

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Patient Survey



You may know that NHS England undertakes a patient survey every six months on every GP Surgery. These were published in the local papers a few months ago. However, as the numbers involved and response rates are quite low, we thought we would undertake our own survey. Over a couple of weeks, we sought the views of 270 patients who were using the Surgery and asked questions about the ease of making an appointment, telephone triage service and awareness of our Surgery times. This was more than four times the number of replies in the national survey.

For independence the *Friends of Parkwood* did the analysis and produced the results. The key findings were:

- ☞ 96% of patients were aware of the Telephone Triage Service and the same number understood how it worked.
- ☞ 85% of patients found it either fairly or very convenient, 5% not finding it at all convenient.
- ☞ 73% found it easy to get through on the phone, 21% not very easy and 5% not at all easy.
- ☞ 81% of those surveyed found getting an appointment convenient.
- ☞ Disappointingly, 50% of patients did not know that we have additional opening times for routine appointments on Mondays from 6:30pm – 8:00pm, Tuesday and Wednesday mornings from 7:00am – 8:00am and alternate Saturdays from 9:00am – 12:00midday
- ☞ 30% of patients use the online appointment booking and repeat prescription services and only 5% have registered to access their medical information.
- ☞ It was pleasing that 98% of those surveyed would recommend Parkwood Surgery to their Friends and Family.

As a result of the feedback we are looking to change our telephone system to give us greater flexibility to have more staff answering calls during particularly busy periods. We will also look at the reasons given as to why some patients do not find Telephone Triage convenient and try to make changes to address this and we will improve the information about our extended Surgery times & online services. Thank you to all of those who took part in the survey.

Colin Neal, Practice Manager



Accessible Information

As a part of the Health and Social Care Act 2012, any organisations that provide NHS or adult social care must make it easier for patients who might have a hearing or visual impairment to receive information in a format that is easier for them to understand.

Patients who are known to have one of these conditions will be asked how we can help make things easier for them so that they do not miss out on important matters.

If you or someone you know would benefit from eg letters being printed in a larger font, please let one of our staff know.

More information on this can be found at www.england.nhs.uk/accessibleinfo or by writing to Accessible Information Standard, NHS England, 7E56, Quarry House, Quarry Hill, Leeds, LS2 7UE.

Surgery benefits from the donation of TWO nebulisers by the Oddfellows

We are very pleased to have had two new nebulisers donated to us by the Oddfellows Organisation, following a recommendation by one of our patients. These will be very useful for patients having breathing problems when at the Surgery. One of our Partners, Dr Solomons was presented with the devices by Malcolm Allum, who is the provincial grand master of the Oddfellows. Thank you!



Citizens Advice Bureau Clinics

After a few years' break, we are pleased we will soon be hosting clinics run by the Citizens Advice Bureau at Parkwood Drive Surgery and our branch Surgery in Gadebridge. These proved very popular in helping patients with many different queries about all sorts of consumer matters. We hope they will start during August and the dates of the clinics will be advertised in the Surgery and on the Practice website (www.parkwoodsurgery.nhs.uk) when they are confirmed.

**citizens
advice
bureau**