



December 2013

Norton Medical Centre

Volume 1, Issue 5

## Opening Times

**Monday**  
8.00am—  
6.00pm

**Tuesday**  
8.00am-  
6.00pm

**Wednesday**  
8.00am-  
6.00pm

**Thursday**  
8.00am—  
12noon  
3.00pm—  
6.00pm

**CLOSED  
BETWEEN  
12 AND  
3PM**

**Friday**  
8.00am-  
6.00pm

We're on the web :

[www.nortonmedicalcentre.nhs.uk](http://www.nortonmedicalcentre.nhs.uk)



## TIME OUT!

Please note the practice will be closed from 12noon on Wednesday 12 February 2014 to allow staff training to take place

# Seasons Greetings to all our patients

## Doctor First—our new appointment system

Our new appointment system has now been in operation for over six months and we wanted to know what you thought about it so we carried out a survey. A summary of the main issues is given below:

Responses were from both male and female patients from across the age spectrum. NB: Not all patients responded to the demographic questions.

- ◆ 81% of respondents were satisfied with the outcome of the consultation and the way in which it was conducted
- ◆ 81% of respondents were aware that the appointment system had changed before contacting the practice
- ◆ 85% of respondents like the idea of being able to speak to a doctor without needing to attend the surgery
- ◆ 76% of respondents reported finding it easy to get through to the practice by telephone
- ◆ 4% of respondents didn't understand why they were being asked questions about their problem
- ◆ 88% of respondents were satisfied with the type of consultation offered
- ◆ 99% of respondents felt that their problem had been taken seriously
- ◆ 10% of respondents felt that the doctor or nurse was unable to offer reassurance over the phone
- ◆ 70% of respondents said that the telephone consultation was more convenient than a traditional appointment
- ◆ The majority of patients reported they were given a face to face appointment on the day of their choice
- ◆ The majority of patients reported that they usually saw the doctor or nurse that they spoke to on the phone and found the earlier telephone conversation useful
- ◆ A minority of patients advised that they were unable to receive phone calls during the working day, or that it was inconvenient for them to do so

The full survey results are available on the Practice website; [www.nortonmedicalcentre.nhs.uk](http://www.nortonmedicalcentre.nhs.uk) or by request from Reception.



## Clinical Commissioning Groups

In April this year there was a reorganisation of health care services. The old Primary Care Trusts were abolished and replaced with Clinical Commissioning Groups (CCGs). These comprise groups of GPs who are responsible for designing local health services in England.

In this area, NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group (CCG) is responsible for planning, designing and paying for a range of local NHS services. These services include planned and emergency hospital care, rehabilitation, most community services and mental health and learning disability services.

Clinical Commissioning Groups (CCGs) have the freedom to commission (or buy) services for their local community from any service provider which meets NHS standards and costs. These could be NHS hospitals, social enterprises, voluntary organisations or private sector providers. This means better care for patients, designed with knowledge of local services and commissioned in response to their needs.

Clinical Commissioning Groups work with patients and healthcare professionals and in partnership with local communities and local authorities. On their governing body, Groups have, in addition to GPs, at least one registered nurse and a doctor who is a secondary care specialist.

Clinical Commissioning Groups are overseen by NHS England (formally NHS Commissioning Board). They make sure that Clinical Commissioning Groups have the capacity and capability to commission services successfully and to meet their financial responsibilities. Its senior structures contain a range of healthcare professionals, and it has a Medical Director and a Chief Nursing Officer on its board.

You can find out more about the local CCG by visiting their website:  
<http://www.hartlepoolandstocktonccg.nhs.uk>

### NHS England - A call to Action

The NHS is calling on patients, the public and staff to join in a discussion about the future of the NHS, so it can plan how best to deliver services now and in the years ahead. To give your views log on to the website [www.hartlepoolandstocktonccg.nhs.uk](http://www.hartlepoolandstocktonccg.nhs.uk) or email [mynhstees@nhs.net](mailto:mynhstees@nhs.net) or write to :

Communications and Engagement Team  
Freepost RTGC-XBHS-JUSS, North of England Commissioning Support Unit., Teesdale House, Westpoint Road, Thornaby, Stockton on Tees, TS17 6BL

### Christmas and New Year Opening Hours

Please note the practice will be closed on:

**Wednesday 25th December 2013**

**Thursday 26th December 2013**

**Wednesday 1st January 2014**

Normal opening times apply on all other dates

**If you are in need of emergency care please ring 111**

#### WANTED!

If you have any unwanted items suitable for a tombola then the Patients' Group would be very grateful if you could hand them in to Reception

Thank You



#### Thank You

The Patients' Group wish to thank all patients for their ongoing support and generous donations throughout the year