



**Burnham Health
Centre**

Opening Times

Mon-Thurs

08:00-18:00

Fri

08:00-12:00

&

14:00-18:00

**Burnham Health
Centre**

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Burnham

Bucks

SL1 7DE

Telephone

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For more

**information on
services**

**provided at the
surgery visit**

www.burnhamhealth-centre.co.uk

“A DOCTOR’S NOTE”

ISSUE 4

MARCH 2009

“Meet the Doctor” - Dr Patrick Clarke

Welcome to the 4th edition of our Newsletter. I am next in line for our “*meet the doctor*” series so the following is a little background on myself:

I was born in Belfast in 1971 and I am one of five children. My mother and father both went to medical school at Queens in Belfast where they met. My Father went on to become a surgeon in The Royal Victoria Hospital specialising in kidney transplants. At the age of 2, we moved to Kuwait. We lived there for 10 years and had a great life. I went to an International school. I regret not paying more attention to my Arabic classes! With trouble in the Gulf brewing at even these early days we moved back to GB and this time Chichester, West Sussex. I went to School in Portsmouth and then onto Charing Cross and Westminster Medical School.

I have thoroughly enjoyed my life as a doctor. I tried several specialities before deciding on General Practice including Cardiology, Orthopaedics and Accident and

Emergency. I spent a year working in Australia. This culminated with an introduction to General Practice in the Whitsunday Islands which made my decision easy. I have not looked back since and could not be hap-



pier with my decision to work at Burnham Health Centre.

I completed my GP training at Wexham Park Hospital. I was lucky enough to be offered the post at Burnham and I owe this to Dr Bev Daily. I have always had an interest in training and, along with Dr Jamil, I have a Trainee GP who I mentor through their final stages of training as a new GP. I also supervise medical students within the Health Centre.

I married an Accident and Emergency Sister who tries

to keep me on the straight and narrow! We have two beautiful girls – Ella (4) and Georgia (nearly 1). I thought I had a lot of energy but they run circles round me. My other passion is exercise. I was a sprinter and achieved my goal of 100 metres in 10.9 seconds. I played rugby for London Irish as a winger. However, I have hung my boots up and concentrate now on longer distances and triathlons in particular. I also enjoy skiing, wake boarding, windsurfing and squash. Difficult to squeeze these all into my free time! My wife has understandably put an end to my more dangerous sports.

I have now been a GP at Burnham Health Centre for 7 years and I am proud to be working with such a great group of doctors, nurses, and all the other members of the team, who ensure a smooth running of Burnham Health Centre. I thoroughly enjoy the huge variety that General Practice provides.

Annual Reviews

As part of our ongoing commitment to the quality of care of our patients we review patients with COPD, Heart Disease, Diabetes and Asthma annually. To make this easier for patients to remember we try to encourage these patients to attend during the month of their birthday. Heart Disease & Diabetic patients will also need to arrange a fasting blood test 2 weeks before the annual review appointment. Diabetics will need to bring a urine sample to their review appointment and COPD or Asthmatics will need to bring their inhalers with them.

Patients will be able to raise any concerns they have about their condition and it will give the nurse/doctor an opportunity that your medication is still appropriate for your conditional

Diabetes UK

Do you have any odd cufflinks or earrings, a watch that doesn't tick. Send unwanted jewellery to:

O J T Campaign
Diabetes UK
FREEPOST LON12854
London NW1 2YF

**Not
Attending
For
Appoint-
ments**

We would appreciate it if you could call to cancel appointments if you are unable to attend in March we had 269 appointments wasted.

PATIENTS HAVE THEIR SAY – OUR PRACTICE SURVEY – BURNHAM HEALTH CENTRE

As part of our efforts to maintain a high level of patient satisfaction with the practice at Burnham Health Centre we hold a patient survey each year. In 2008 our practice grew to a total of 17650 patients so it was important that the views of patients were sought and their views taken note of.

Between the 24th November 2008 and the 19th December 2008 a total of 792 patients (4.5% of the practice population) were asked to complete a questionnaire specifically designed for general practices throughout the country. A total of 585 patients (74% of those handed out) returned the questionnaire to the practice and thanks must go to all those patients for taking the time and trouble to do so. Their contribution to the continued success of the practice is invaluable. The survey helps us to maintain and improve on the things we do well and focus clearly on the things that cause dissatisfaction. We also take note of the many varied general comments that patients make.

As a nationally recognised survey we can compare our results with the national average. In addition this survey has been carried out at the practice every year since 2005 so we can also compare our own results over the years.

WEBSITE

Please remember you are able to order prescriptions, update your details and find our practice brochure on our website.

Please take a look - you can also forward your comments to the surgery from the site.

VISIT

www.burnhamhealthcentre.co.uk

I am pleased to say that in most categories we are above the national average and we have maintained satisfaction or improved in many areas of our day to day work. In particular patient satisfaction is very high in the following areas:

- The availability of any doctor
- The availability of a particular doctor
- The ability to telephone a doctor for advice
- The waiting times at the practice
- The way patients are dealt with by the Reception staff

The way patients understand and can cope with their problems after being seen by a doctor.

The responses to the majority of questions were very complimentary and the only conclusion that can be drawn is that those surveyed were very satisfied with how the practice is performing in providing care and support to patients by all staff and providing accessibility to all the clinical staff.

There are two areas that have traditionally caused concern at the practice and these are “opening hours” and “contact by telephone”.

In the practice survey 584 patients responded to the question about satisfaction with “opening hours”. 485 patients (83%) said their satisfaction was good to excellent. However when asked what “additional” opening hours patients would like the majority of responses indicated extra evenings and weekends. As many patients now know we are open some evenings during the week until 8.00pm and on alternate Saturdays between 7.45am and 10.00am. We also open at 7am on one day per week. We started this in August 2008 so hopefully next year patients will indicate that this demand for “additional” opening hours is being met.

Patient concerns about contacting the practice by telephone have been well documented over the years. We have made changes and these too are well documented. We will continue our efforts to improve matters but there will be times when demand exceeds our capability and at such times we would ask for everyone’s tolerance. We have increased the number of appointments on offer so when you do get through there should be one for you.

I would like to remind you all that full details of our opening hours, our appointment system and the services we offer are all on our website – www.burnhamhealthcentre.co.uk. This website also contains many links to useful information and gives patients the ability of contacting the practice to order repeat prescriptions, change basic records or pass comments on our services. A full copy of the “Practice Survey 2008” is also available for inspection.

Once again a “big” thank you to all those who completed our survey but if anyone has any further comments or suggestions to make we would welcome them at any time.

EASTER HOLIDAYS

During this time we will be closed for 2 days which usually means that the days that we are open are extremely busy and for this reason for the weeks either side of Easter we would appreciate patients avoiding making routine appointments during this time, so that the most urgent cases can be seen.

CLOSED - FRIDAY 10th APRIL

CLOSED - MONDAY 13th APRIL