

ST MARTINS GATE SURGERY

Issue 17

April 2016

PATIENT ACCESS ONLINE SERVICES

With patient access, you can now access your local GP services at home, work or on the move - wherever you can connect to the internet. To help you to access the service on the move, a new app has been developed, available on iOS and Android, which you can now download to your mobile phone. What's more, because Patient Access is a 24 hour service you can do this in your own time, day or night.

- Book an appointment
- Order repeat prescriptions
- View your medical record

Please note: as a practice we may not offer every Patient Access feature. Please ask at Reception to find out which are available.

Despite the quickness of being able to organise your health care online, around only 25% of our patients are signed up to use Patient Access. From this amount, 13% order repeat prescriptions and only 8% of GP appointments are booked through the use of this service.

If you don't want to wait in a queue for your call to be answered, struggle with calling the surgery within opening times or have difficulty with coming into surgery to order repeat prescriptions, simply register with the service and access all you need from the comfort of your own home.

You can register online at www.patientaccess.co.uk or ask at reception for an online registration form.

To request an online registration form, we will need to see proof of identity.



PLEASE NOTE:

The surgery will be closed for Bank Holiday
Monday 2nd May.



Please remember that from 1st April, prescription charges will have increased from £8.20 to £8.40 for each item or appliance dispensed. Charges for pre-paid prescription certificates are unchanged.



CHANGES TO SMOKING CLINICS

From 1st April, Worcestershire County Council will only fund a smoking cessation service for pregnant women. Your GP will no longer be able to prescribe you with products to support you to stop smoking.

If you want help to stop smoking, you can go to your local pharmacy for information and advice about quitting and nicotine replacement therapies. Take a look at these websites for tips on how to quit:

- NHS Smokefree (www.nhs.uk/smokefree)
- NHS Choices - Stop Smoking

If you are currently taking part in a course and have a planned 'Quit Date', you will continue to be seen until you have completed your course. Unfortunately, no new 'Quit Dates' can be made after 1st April 2016.

If you have any questions regarding the change to the stop smoking service, these need to be directed to Worcestershire County Council.

Patient Participation Group

A message from a member of the Patient Participation Group...

Electronic booking in screen gets quicker

Many of you will have noticed (how can you miss our stylish Patient's Group sashes), members of the Patient Participation Group in the waiting room during the last two months holding 'drop-in' sessions.

The volunteers were hoping to raise awareness of the Group and to receive any comments on how the practice can improve the service it give to us the patients.

One thing that did become obvious was that, although there are a high proportion of patients using the on screen booking system, there was also some frustration with the slow response time of the system.

Following discussions with reception staff and the practice manager, the screen has been adjusted and is now a lot quicker. Perhaps not a big issue, but a success for the Patient Participation Group I think.

If there are any issues you wish to raise which the group may be able to assist with, please e-mail the chairman, Colin Major on Colin.major@tesco.net. If you do not have access to the internet, put your query in an envelope and hand it to reception staff with Colin's name on the envelope.



If you are only checking in for an appointment with either the Nurse or GP, you do not need to queue. Where possible, please try to use the self-check in screen. This will save you time queuing and mean that you check in more quickly, particularly if there are several people in front of you with queries that need answering.

To the side of the touch screen there are step-by-step instructions on how to use the screen, and a list of where the GP's and nurses are located.

As noted above, we are aware and do understand that sometimes the machine does not work or does not always respond quickly, but please bear with us as we try to fix these problems.

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ALLERGY AWARENESS WEEK - 25th April - 1st May.

Allergy awareness week is run to promote the awareness of all allergic conditions, such as respiratory, food, skin and children's allergies, food intolerance and the plight of allergy sufferers.

Allergies are very common. They're thought to affect more than one in four people in the UK at some point in their lives. They are particularly common in children. Some allergies go away as a child gets older, although many are lifelong. Adults can develop allergies to things they weren't previously allergic to. Having an allergy can be a nuisance and affect your everyday activities, but most allergic reactions are mild and can be largely kept under control by using over the counter medication from the Pharmacy. Severe reactions can occasionally occur, but these are uncommon.

SAMPLES - We ask our patients to please follow these guidelines when providing samples:

- Please try, where possible, to drop off samples by 1pm daily.
- Ensure that a urine sample is at least half full.
- Clearly print your name, date of birth and date of sample on the bottle.
- You do not need to contact the surgery to follow up the result - we will contact you if there is a problem.