

ST MARTINS GATE SURGERY

Issue 15

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IMPORTANT NOTICE New telephone system from Saturday 13th February 2016.

Please note - THE TELEPHONE NUMBERS FOR THE SURGERY WILL REMAIN THE SAME

In an endeavour to help streamline our services we will be introducing a new 'options' telephone system.

We hope that by changing the telephone systems we will improve access for patients. Patients will be asked to choose the appropriate option at the time to access or request information required by directing them to the most suitable person from the outset. Patients will need to listen carefully to the new options available to them.



PLEASE ACCEPT OUR APOLOGIES FOR ANY INCONVENIENCE THIS MAY CAUSE. WE ASK THAT YOU BE PATIENT WITH US WHILST THESE CHANGES ARE MADE. THANK YOU.

For more information please read the posters around the waiting room, or take a look online.

We are a teaching practice and therefore we will have students from Birmingham University in the surgery. From time to time we may ask patients if they would be willing to help with teaching. This is of course, entirely voluntary, but we do hope in doing so will provide a rewarding experience and will give opportunity to help with the training of our future doctors.

If you would be willing to help, please speak with reception and ask for a form to complete.

Please remember to book in for your Flu jab if you have not already. If you are in the 'at risk' categories we strongly advise that you have it. The 'at risk' categories are patients with Diabetes, COPD, Asthma etc or if you are currently pregnant. Please call the surgery on **01905 363352** or come into surgery to book an appointment.



If you wish to use the online services, you'll need to register first. To register, you will have to come into the surgery, bringing some proof of identification with you and request a registration letter. This will enable you to set up a full account. This registration method ensures your identity can be verified by the GP practice and that your personal details cannot be accessed by others.

Online services do not replace traditional ways of contacting your GP; they simply offer additional ways to interact with your GP, making it easier and more convenient for you. You can simply book and cancel appointments any time of the day, order repeat prescriptions from home or work, saving yourself a trip to the GP practice .

In return, it's hoped that the services will free up phone lines for people without internet access and enable GP practices to manage appointments and telephone calls more efficiently.

The three current transactional services available are booking appointments; repeat prescriptions and access to GP records (currently summary information only).

Pharmacy Corner

The Electronic Prescription Service (EPS)

This service has been running at St Martin's Gate Surgery for over a year now, but for those who do not know about it, here is some more information.

Electronic prescribing gives you the chance to change how your GP sends your prescription to the Pharmacy. You choose which Pharmacy you get your medicines from.

If you collect your repeat prescriptions from your GP you will not have to visit your GP Practice to pick up your paper prescription. Instead, your GP can send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a Pharmacy near to where you live, work or shop. You may not have to wait as long at the Pharmacy as there will be time for your repeat prescription to be ready before you arrive.

Is this service right for you?

Yes, if you don't want to come to the GP Practice every time to collect your repeat prescription and you collect your medicines from the same place most of the time. It may not be for you, if you pick up your medicines from different places.

How can you use EPS?

You need to choose a place to electronically send your prescription to. This is called nomination. You can use:

- A Pharmacy
- A dispensing contractor (if you use one)

Ask any pharmacy to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell us at the practice. If you want to change or cancel your nomination speak to any pharmacist. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in the GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescriptions now. Sometimes pharmacies may see that you have nominated another pharmacy. If you forget who you have nominated or think that you have nominated more than one pharmacy, ask them to check.

Patient Participation Group

**No Need to Knock
Come on In!**

Please don't forget that our Patient Participation Group are still holding their drop in sessions. These are a great way to get your opinion across on how we can improve our services to benefit you the patient.

Why not pop in, say hello and see if they can help in any way. They are available in reception to speak to you on the following dates:

Monday 1st February 10-12pm	Tuesday 9th February 9-11:30am
Friday 12th February 3-5pm	Tuesday 16th February 9-11:30am
Tuesday 23rd February 3-5pm	Thursday 25th February 3-5pm