

ST MARTINS GATE SURGERY

Issue 27

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LATE ARRIVAL FOR APPOINTMENTS

Late arrival for your appointment can delay medical staff, impact on other urgent commitments including home visits and leads to inconvenience and increased waiting times for other patients. If you are more than 10 minutes late arriving for your routine appointment with a clinician, you will not be seen and will need to rebook your appointment. Please try to remember that appointments are for **one problem** where possible. If you have **more than one problem**, please try to book a separate appointment.

Clinical staff will always try their best to see you at your appointment time however, there are times when it is unavoidable to run behind. Not all problems can be addressed effectively, sensitively and safely within an allocated amount of time, so please bear with us if there is a delay in you being seen. It may be you or the person you are with that needs a little extra time on this or a different day. Whenever possible, our reception staff will advise you if a clinician is running behind. If you have not been notified and you have been waiting for more than 20 minutes to be seen, please attend reception.



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 there is an app available on iOS and Android. 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, only 26% of our patients are signed up to use Patient Access. From this 13% order repeat prescriptions and only 10% of GP appointments are booked through the use of this service. 3% of patients signed up to Patient Access do not utilise this service.

If you struggle with calling the surgery within opening times or have difficulty with coming into the surgery to order repeat prescriptions or booking appointments, 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.



ANNUAL REVIEW

We offer heart, COPD, asthma, diabetic and various other reviews. You may be sent a reminder via SMS (it is very important that we have your correct mobile number for this), by verbal invitation or through the post. We will contact you on or around your birthday month and there may be certain things you need to carry out before seeing the specific clinician, so please follow any instructions carefully.



Going on holiday?

If you need medication for a long-term health condition, such as high blood pressure or diabetes, you may be able to get an extra supply of medication to cover your time away. Your GP will consider the type of medication you are taking and restrictions on specific medicines in the country your visiting. Please arrange to see your GP several weeks before you go away on holiday to discuss all of this. For more information please visit www.nhs.uk and search for "medication on holiday".

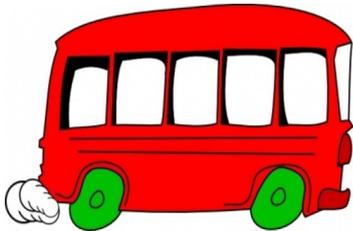
Patient Participation Group

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 you in anyway. They are available in reception to speak to you on the following dates:

- Wednesday 8th February - am @ **ST PETERS**
- Thursday 9th February - am
- Tuesday 14th February - am
- Thursday 16th February - pm
- Tuesday 21st February - pm
- Thursday 23rd February - am
- Monday 27th February - am

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



Worcestershire Acute Hospitals NHS Trust is delighted to be launching a free weekday shuttle bus service between the Alexandra Hospital in Redditch and Worcestershire Royal Hospital on Wednesday February 1st.

The hourly 'Hospital Hopper' service will give patients, visitors and staff a convenient way to travel between the two hospital sites - whether to get to an appointment or visit friends and relatives in hospital.

The pilot service will run until Friday 21st April 2017.

The Hospital Hopper will leave both sites hourly, on the half hour, from 7:30am to 10:30am and 1:30pm to 4:30pm every weekday, excluding Good Friday and Easter Monday. On the launch day, Wednesday 1st February 2017 the first buses will leave each site at 1:30pm. There are full timetables available at Reception.

Support and demand for the service will be continually evaluated and a decision made as to how it will continue in the future at the end of the pilot period.

WORLD CANCER DAY

Here at the surgery, we recently had on sale "Unity Bands" to help raise money for World Cancer Day. We raised a total of £93.11, which was gratefully received by Cancer Research.

Thank you to everybody who donated money for such a good cause.



It is a very busy time for A&E during these winter months, so please keep in mind other options when ringing for appointments. There are many illnesses and ailments that antibiotics or other medicines will not help or cure. Please see our website for other ways in which you can receive the help and advice you need, or visit www.isanadeforme.com

THINK!
WHY A&E?


A&E is for emergencies and life-threatening illnesses **only**

NHS