



Southernhay House & Whipton Branch Surgery Newsletter

February 2017

BY A. LEGER

Winter is nearly over and Spring is on the way! In the last issue of our newsletter I decided that we should all try and stick with the goal of trying not to forget our clinical appointments. Unfortunately it doesn't appear to be going very well...

In January, an alarming **212** appointments were missed. **107** of these were doctor's appointments, **102** of these nurse's, and **3** of them midwife appointments. This amounts to a whopping **50.5 HOURS** of clinical time wasted in just 21 working days. Let's put this into perspective...this is a **WEEK'S** worth of appointments. So our plea for you is to make sure you **CANCEL** your appointments if you can't make them, by telephoning the surgery on 01392 211266, option 5. There is no excuse – for some time we have been advertising and offering a service where we will text you to remind you of your appointment the day before. **PLEASE SIGN UP NOW!**



Whilst we are on the subject of appointments, please can we ask that patients spend the time to write down which site their appointment is at and to arrive on time! Thank you.

Self Service Check-In System

We have purchased a new Self Service Check-In System at Southernhay House Surgery which we are very excited about. Please have a go at using Check-In System. If you find that you have a problem, please ask Reception as they will be happy to help you.

Top Tips from the Nursing Team:

Samples

- Please bring these in in the morning
- Please make sure that your sample is clearly named and has your date of birth on
- Finally please ensure your sample is in a SECURE pot.

ECG

- If you are coming in for an ECG please don't heavily moisturise before the appointment as the electrodes will not stick!

PATIENT PARTICIPATION GROUP

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

We aim to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

You can download the sign up form on our practice website: www.southernhayhousesurgery.co.uk . You will find it on the Patient Participation Group section.

ORDERING PRESCRIPTIONS ONLINE

I am sure you are all aware that you can now **order your prescriptions online**. No more walking to the surgery in the rain, or relying on the postman to get it to us as quickly as possible. A few clicks on the computer mouse and your prescription will be waiting at your selected pharmacy a maximum of 2 working days later. You sign up for this service in the same way as signing up for booking your appointments online, simply show reception some photo ID.



BOOKING APPOINTMENTS ONLINE

For some time now we have been offering you the service of **booking your appointments online**. If you are now wondering how you can sign up to this service, all you need to do is to dig into your pocket, get your photo ID out and walk into reception. A member of the reception team will provide you with a username and password and away you go.

PHARMACY2U

We are aware that an online pharmacy called Pharmacy2u is leaflet dropping in the local area and advertising their services. We are aware that some of our patients may have misunderstood the leaflet and believe that the surgery would only like them to use this pharmacy. This is not the case. We would like to remind all of our patients that you are able to **CHOOSE** whichever pharmacy you like.