



Southernhay House & Whipton Branch Surgery Newsletter

June 2015

BY A. LEGER



Our glorious summer has now begun. 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. From 1st May – 31st May we missed far too many appointments. Understandably this is frustrating for the clinical staff who want to use their valuable time effectively, and also for patients who are in need of a doctor's or nurse's appointment but can't have one for a while.

In May 2015, an alarming **182** appointments were missed. **115** of these were doctor's appointments, **66** of these nurse's, and **1** of them a midwife appointment. This amounts to a whopping **47 HOURS** of clinical time wasted in just 20 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!**

Please can all patients try and avoid calling the surgery between 8.30am and 9.20am unless the call is medically urgent as this seems to be our busiest time.

PATIENT TRANSPORT FOR THOSE WITH MEDICAL NEEDS

Patient transport to and from appointments can be booked with ease. Please just make sure you book ahead with as much notice as possible. Please note this is a service that should only be used by patients with specific medical needs. For those patients who just require regular transport, please call Southelp on 01392 464477.

<p>Who can book?</p> <p>Patient/relative/carer (for patients who cannot travel independently)</p> <p>Please book ahead with as much notice as possible.</p>	<p>Local Single Point of Contact (SPOC)</p> <ul style="list-style-type: none"> • 01404 465 29 – Exeter & East Devon • 01271 314 332 – North Devon & Torridge • 01884 242 099 – Mid Devon • 01822 617 525 – West Devon & South Hams • 01752 431 954 – Plymouth • 01803 656 777 – South Devon, Torbay & Teignbridge 	<p>The local SPOC will assess, book and advise patient what options are available, such as:</p> <ul style="list-style-type: none"> • Public Transport • Friends/Relatives/Own Car • Taxi • Voluntary car schemes • NHS Patient Transport <p>Patients must meet criteria before transport can be booked. Most transport will require a payment and some patients will be able to claim a refund.</p>
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| | <ul style="list-style-type: none"> • 01278 727 444 – Somerset • 01872 223 388 – Cornwall | |
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SAMPLES

We will NOT be accepting any stool, urine or blood samples after 12.30pm due to storage and health and safety reasons, so please make sure you bring them into the surgery in the morning. If you happen to bring one in after this time we will have to dispose of the sample, and you will be asked to provide another one.

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.

SOUTHELP



Prospective volunteers may feel they need to offer a regular time commitment. This is NOT so. You can give as little or as much time; it is totally up to you. If we ask you to do something and you cannot – that's fine. We want all volunteers to feel happy with the amount of time they individually give.

What our Volunteers have said:

- My only comment to prospective volunteers is the satisfaction you get from helping others. I always have done and will hopefully continue to do so.
- Since I began volunteering I have met so many interesting people, both on 'duty' and among other volunteers. It is really rewarding.
- It might help to state that as a volunteer you decide how much time you can offer. Perhaps prospective volunteers might like to 'shadow' me on an appointment.
- It's really nice to know that my help has made a difference to the life of someone else.
- The patients always appreciate our help so much.

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.

