



Southernhay House Surgery Newsletter

APRIL / MAY

What's been going on at YOUR Doctor's Surgery lately?

By Megan Acton

SOUTHERNHAY

New Members of Staff

First of all Southernhay Surgery would like you to give a warm welcome to our new members of staff. These include our new Registrar and training GP Dr Tim Whiter. Tim will be working with and mentored by our very own Dr Bates. Dr Whiter will have surgery slots available from now on which will also include joint surgeries with Dr Bates. Welcome also to Paula and Lauren the newest receptionists to our ever growing team!!

Our New phone system

As many of you might already know, from January this year we had a new phone system put in place. This runs from both our Southernhay and Whipton surgeries and uses the joint number **01392 21 1 266**. This phone line has particular numbered options to ensure we help you in the best way possible for your specific requirements.

Patient information

To ensure we are able to deal with your requests/queries whatever they may be,

please make sure the contact details we hold for you are up to date. This is very important especially for us when dealing with your correspondence and having the right telephone number to call is important.

Patient Transport

We know that often it is difficult getting to and from medical appointments therefore **SOUTHELP**, friends of Southernhay house provide support to patients needing help with transport to medical appointments. This is a group of volunteers who are co-ordinated to help transport patients around etc. Southelp works closely with doctors and the district nursing teams to ensure all our patients are looked after. If you have mobility problems or just need help with transport please don't hesitate calling **01392 464477**, this number is used for all Southelp services but please note you may need to leave a message on the answerphone that will be picked up daily. They will provide you with all relevant information and this service is

available to ALL of our patients. A contribution of £8 for a return trip is required. **SOUTHELP** also offers a home visiting service to offer a helping hand, support and friendship for those who are lonely or isolated.

SOUTHELP is always looking for volunteers. All volunteers attend training courses and have on-going support from the co-coordinator. Volunteering is a rewarding and valuable thing to do. If you are interested please contact Susan Price (volunteers coordinator) on **01392 464477**

**A GENTLE REMINDER,
RESULTS ARE ONLY GIVEN OUT
AFTER 2PM**

Prescriptions

For those of you that don't already know we now do online prescriptions requests. If you would like to be a part of this new system please come and see one of our friendly receptionists who will set you up with a user name and password

you will then be able to use this at home or where it is convenient for you. This will be a personal account for you, so if any other members of the family wish to use this also they will need their own login. The only thing we ask is that you show proof of identity when setting up the account but it is as easy as that!! There is also a space to write prescription requests that are not on your repeat list, please always specify whether you will collect your prescription (Southernhay or Whipton Branch) or if you would like your prescription to go to one of the local pharmacies for collection. Ask at reception for a list of participating pharmacies.

Have you ever forgotten your appointment? Why not sign up to our SMS Text messaging

Southernhay now offers a service where we will text you your appointment details. This is very helpful if you need to book an appointment without your diary present! You will receive a reminder the day before your scheduled appointment.

In March alone there was a reported **174** missed appointments which equated to **42 hours** and **40 minutes** of wasted doctors/nurses time. In the most recent data we have collected from April, 50 appointments have been missed equating to **13 hours** of doctor/nurses time. All in all SMS is a very useful service that we can provide for you, as well as appointment reminders, in the future, these texts also could include requests to contact your doctor regarding tests and reviews plus valuable health screening information and opportunities that will be made available to all our patients. This is a good reason why it is important for you to keep us updated with all your contact information. Please inform us of any changes to your mobile number as the personal content could be made accessible to others if your phone was perhaps lost or stolen.

So if you have ever forgotten an appointment or you just think this service would be something you're interested in please fill out the

included SMS consent form and return to the reception desk so we can get you started as soon as possible!

Southernhay House Surgery

Messages to Patients via Email or Text (SMS)

We respect your privacy and will only contact you in this way if you give us your permission.

Due to the personal content of these messages it is very important that you keep the surgery informed of any change to your mobile phone number (or email address) or if you wish us to remove you from the service should your phone be lost or stolen.

Please read and sign the below slip and return to reception if you wish to receive SMS Text Messaging/Email

SMS Text Message/Email Consent Form

Surname

Forenames

Address

.....

Date of Birth

Telephone Number

Mobile Number

Email Address.....

Name & Date of Birth of any children (under16 living with you) that you wish to receive messages for

.....

.....

I consent to receiving text messages from Southernhay House Surgery
YES / NO (delete as appropriate)

I consent to receiving email messages from Southernhay House Surgery
YES / NO (delete as appropriate)

I understand that it is my responsibility to inform Southernhay House Surgery should my email address/mobile phone number change or if it is lost/stolen.

Signed

Please return the completed consent form to the Southernhay House Surgery Reception