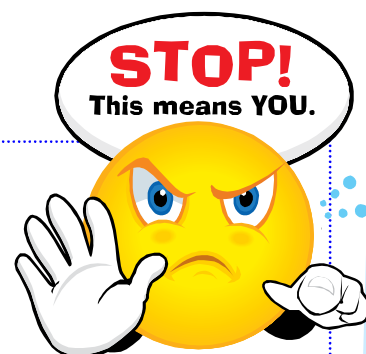


Dr Kumar & Dr Sinha

Practice Newsletter September 2015



Have Your Say

We are continually striving to improve the service we give to our patients and we welcome your suggestions and feedback through the Family & Friends Test.

To be more involved, why not join our patient forum or our virtual patient representation group so that you can have your say. To be a truly representative group we aim to gather patients from as broad a spectrum as we can. We need people of all age groups, working, out of work, studying or retired. We want patients who use the surgery infrequently and those, who because of a long term condition use the service regularly.

We will ask the members of this 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 will keep our surveys as short as possible, so not to take up too much of your time. We also post the link to questionnaires through our on line services so if you currently book appointments or order your medication online you can take part that way.

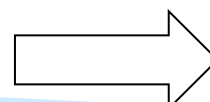
If you would like to help shape the service we give and if you are happy for us to contact you occasionally by email please ask at reception or e-mail us at reception.f81613@nhs.net

Annual Flu Vaccinations

Our Practice Nursing team are currently conducting clinics for which you can book an appointment at reception.

If you are eligible for a free flu vaccination, because you fall into one of the vulnerable groups, your doctor advises that you have the vaccination. If you are unsure that you are eligible please ask at reception.

Protect Yourself from FLU



Non-Attendance of Booked Appointments

Over 21 hours of appointments were left unused during July due to patients not keeping their booked appointments. 218 appointments were wasted.

Unfortunately it has come to our attention that a small number of patients are frequently not attending booked appointments .

Please be aware that if appointments are not cancelled with good notice we are unable to offer them to anyone else. Please cancel if you are unable to attend so that another patient may use the slot.

Self Testing Chlamydia Kits

Self testing Chlamydia kits are available for all patients under the age of 24. Please ask at reception for a pack



APPOINTMENTS

Patients are reminded that when they book an appointment to see the doctor, It is one problem—one appointment. If you feel you need extra time to discuss a complicated problem or a variety of problems, please ask the receptionist to book a double appointment. In a recent review of our Friends & Family test returns, waiting times for booked appointments were highlighted as a concern. Your doctor is aware how important your time is but also has a clinical duty. Please help clinics run more promptly and ask the receptionist about double appointments.

Confidentiality

Please be mindful when waiting at reception that everyone has the right to be dealt with in a confidential manner including those on the phone. Should you wish to discuss anything in private please ask the receptionist if there is somewhere you could do this.

Repeat Prescriptions

Not only can you order your repeat prescriptions in a variety of ways, but you can also register for “Electronic Prescription Service” with your chosen pharmacy. Ask the receptionist for more information.

- Prescriptions can be ordered in person at reception
- You can order by e-mail reception.f81613@nhs.net
- They can be posted through the practice letter box at anytime.
- They can be posted using royal mail
- They can be faxed to 01702 577726
- Most pharmacy's offer a prescription collection service, so discuss this with your chosen pharmacy
- You can order repeat medication through our on-line services
- Prescriptions cannot be ordered over the phone unless you or the patient is elderly, frail, terminally sick or housebound. Please help us to help you.