

Dr Kumar & Dr Sinha

Practice Newsletter March 2016

You Are Going Virtual

We want you to have your say

why not join 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



GP Registrars

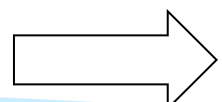
As a training practice we have GP registrars working with us in the practice. Currently it is Dr Zara Georgiou. GP registrars are qualified doctors who do extra training to specialise as a GP. Whilst with us they receive further training and one to one support from Dr Sinha who is a GP trainer. As with any appointment you the patient may choose who you wish to see and if the doctor of your choice is available the receptionist will facilitate that for you. Should you prefer not to be seen by the GP registrar please advise the receptionist.



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

PTO

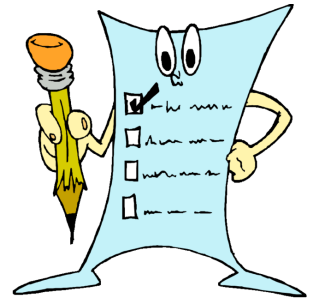


Patient Feedback November 2015

Thank you to all those who took part, we really do value your input.

The questionnaire consisted of 12 questions regarding the service that the patient received at the practice. The patients were asked to rate their experiences from 1-4 (1 being poor & 4 being excellent) Of the 178 returned feedback forms all responses regarding service received by doctors, nurses and staff, were very positive. Ratings over 97% for excellent or good We will aim to uphold this standard.

The lowest % returned was regarding "Waiting time" which rated 87.6% for excellent or good. The Practice will continue to strive to improve further in this area and along with the measures already taken to improve upon waiting times new initiatives around booking urgent appointments on the day will be trialled.



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.