

Autumn Newsletter 2019

Welcome to the autumn newsletter. This newsletter aims to keep you updated with changes within the surgery and also to remind you of services and procedures.

Surgery News

There have been a couple of changes in the last year at the surgery due to the closure of Abbotsbury Road Surgery in March 2019. We gained an extra 500 patients due to this closure and with this in mind we felt that another GP was needed to cope with the expansion of our increasing list size, so that we could continue to provide the type of service you are used to receiving from us. Therefore, Dr John Jitan joined the team in February 2019. He has settled in very nicely and will be a great asset to the team.

Gina joined our administration team from Abbotsbury Road. She is very experienced, working within GP practices for many years.

Patient Participation Group (PPG)

The practice has a small but willing PPG group who are looking to recruit new members. If you would like to have a voice within this group on behalf of your practice, then please make enquires about how to become a member. We correspond by email and try to meet every few months.

Repeat Prescriptions

Reminder – This is a 72-hour (3 day) turnaround service. Please ensure you order your prescription in a timely manner. There will always be exceptions to the rule for emergency medication, so please, if you are having any issues, speak to the reception team who will endeavour to sort it for you. These are the ways that you can order your prescription: -

- Bring in the right-hand side of your prescription, which lists all your repeat medication, or send it through the Royal Mail post, and tick the items required. The Pharmacy should be giving you this when you collect your medication from them. We have now put up a dedicated box on the wall by the reception hatch in the surgery where you can post these requests to save you queuing up to hand it in. When we are closed you can post them through the surgery letter box. If you wish to send it through the post you can enclose a stamped addressed envelope to enable us to send it back to you if you wish.
- If for some reason you do not have this slip, come into the surgery where we can print one out for you, or you can fill in one of our forms if you already know which medication you need.
- Contact a pharmacy of your choice to order your medication. You may need to liaise with the pharmacy to get this service up and running.
- Sign up for online repeat prescription ordering. Please speak to one of the receptionists about signing up to this service. You will need to provide identification for this service. We regret that we will not have time at the flu clinics to do this.
- If you are sending your request directly to the surgery, we ask that you allow 72 hours from the receipt of the request for the surgery to process your prescription. If you are ordering via a pharmacy, they may ask for longer so please make sure you order your medication in plenty of time.
- **Electronic Prescribing Service (EPS)**
We have been providing electronic prescriptions for a while now and it is working well. If you would like us to send your prescriptions directly to a pharmacy, please let us know your pharmacy nomination which can be added to your record. Alternatively, you can set this up with the pharmacy of your choice.
- **Electronic Repeat Dispensing (ERD)**
You may be a candidate for ERD depending on your medication and circumstances. If the doctor is happy with this you can get up to 12 months prescriptions authorised by the GP and collect them each month from the pharmacy of your choice without having to order them each month. Please speak to the GP if you would like to set this up.

Atrial Fibrillation Screening during Flu Clinics

During our Flu Clinics, as per last year, we will be doing opportunistic screening for Atrial Fibrillation (AF) for patients **aged 65 and over only**, which involves the taking of a pulse for those patients who have not already been identified as having an irregular pulse. Please decline to have this done if you are already known to have AF. AF is a major cause of stroke and therefore early detection is the best form of stroke prevention.

A clinician will be performing these pulse checks whilst you are queuing for your jab. If an irregular pulse is identified, there will be further tests required to evaluate this, some of which will be performed on the day.

Online Appointment Booking and Repeat Prescription ordering facility

If you would like to be able to use this facility, please speak to one of the receptionists when you next visit the surgery and they will be able to register you for this service. This service is not available for patients under the

age of 16. Unfortunately, we cannot do this over the telephone as we need to see identification from you. **We regret that we will not have time to print the necessary paperwork at the flu sessions and will ask you to pick up the paperwork at a separate time.**

It is a very user-friendly service giving you the ability to book available online appointments up to 4 weeks in advance, view your booked appointments and cancel them if necessary. Repeat prescriptions are also very easy to request, although we would ask that you read the registration letter given to you, so you fully understand how the system works for you and the surgery. You should also be able to view blood test results within this system.

Practice Website

Our website address is www.crossroadsurgery.co.uk. Please use this website for useful information about the surgery and as the link to online prescription ordering and online appointment booking.

Wasted appointments

Routine appointments at the surgery are 10 minutes. If you have multiple problems or feel you need longer with the doctor, please advise the receptionist at the time of booking and we can allocate you a double appointment (subject to availability).

We have a lot of Did Not Attend (DNA) appointments throughout the year which is a waste of NHS time and money. If you cannot make your appointment, please telephone the surgery in plenty of time to advise us so that we are able to offer your appointment to another patient. Your co-operation with this will be appreciated.

We do have the facility to send confirmations and reminders via a text message. This is a very welcomed service by a lot of patients. If you would like to be included for this, please make sure that we have an up-to-date mobile phone number for you. Please also remember to inform us if you change your mobile number to enable you to continue receiving these text messages.

Reasons why your GP may be running late

None of the GP's want to keep you waiting for any length of time. However, each appointment slot is only 10 minutes long and there are many reasons why this is sometimes unavoidable.

- Asking for 2 or 3 issues to be dealt with in one appointment (Please remember, 'one problem, one appointment'. If you feel your issue will take longer, please ask for a 20 minute appointment)
- Complex medical issues/procedures (Your GP needs to be thorough)
- Breaking bad news/dealing with bereavement (This is always difficult and can take longer to deal with)
- Dealing with urgent telephone calls (We often have urgent phone calls from consultants at the hospital, paramedics at patients' homes or urgent patient enquiries which cannot wait to be dealt with)
- The GP's sometimes have to perform intimate examinations. Patients communication or mobility issues can sometimes delay these consultations.
- Patients turning up late for appointments (Please help us by being punctual yourselves)

Should you ever find yourself in a situation where the GP needs to give you more time you would hope that they would do so without feeling pressurised by waiting patients.

Thank you for your cooperation.