

RECTORY MEADOW SURGERY

Newsletter



ISSUE 14

JAN / FEB / MAR 2015

MISSED

APPOINTMENTS

Since Oct 2014 273 patients have failed to attend either a GP or a nursing appointment at the surgery. This equates to nearly 18 full Surgeries!!

It is very important that you let us know if you are unable to attend your appointment so that we may offer it to someone else.

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Welcome



Welcome to our Winter 2014/15 edition of the Rectory Meadow Surgery Newsletter. This quarter's edition is packed with useful information starting with a reminder to all those who are entitled to a free annual 'flu vaccination, who have yet to have one.

We are also very excited about our proposed new reception desk, which should be installed by April 2015, and greatly improve access for our disabled patients, as well as freshening up and modernizing the existing space.

Finally, we can report back to you on the first month's feedback we have received since launching the NHS Friends & Family Test—the results and all the comments made will be discussed at our next Patient Group meeting on 22 January 2015.



'Flu Vaccinations—Final Call!

We are coming to the end of our Seasonal 'Flu campaign for 2014-15 and would urge anyone who is entitled to a free vaccination who has not already had one, to make an appointment with our Practice Nurses.

Am I at greater risk from the effects of seasonal flu?

Even if you feel healthy, you should definitely consider having the free seasonal flu vaccination if you have:

- a heart problem
- a chest complaint or breathing difficulties, including bronchitis or emphysema
- kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- liver disease
- had a stroke or a transient ischaemic attack (TIA)
- diabetes
- a neurological condition, for example multiple sclerosis (MS) or cerebral palsy

- a problem with your spleen, for example sickle cell disease, or you have had your spleen removed.

You should also have the seasonal flu vaccination if you:

- are aged 65 years or over;
- live in a residential or nursing home;
- are the main carer of an older or disabled person.

To have your 'flu vaccination, please call reception and make an appointment with our practice nurses before our supplies run out.





Staff Training

The surgery will be closed from 1pm for staff training on the following dates: -

- January 21st
- February 10th
- March 25th

Should you need a doctor urgently, and it cannot wait until the surgery is open again at 8.30am the following day, please call Bucks Urgent Care, our Out of Hours Provider, on 01296 850011.

Requests for repeat prescription, test results and other non-urgent matters should wait until we are open again the following morning.

Thank you

Reception Bulletin Board



THE NHS FRIENDS AND FAMILY TEST

The NHS Friends and Family Test is a nationwide scheme giving you the chance to have your say to improve your care. Please complete one of our short survey cards at Reception and drop it in to the posting box following your appointment. For our first month's results, see the article on page 3

Many thanks

APPOINTMENT LINES

Following the installation of our new telephone system, please press 1 for a GP appointment and 2 for a nursing appointment. These appointments are made by the Reception team.

The lines for the doctors' secretaries are for other enquiries.

Thank you for your assistance.

CHRISTMAS CARDS AND GIFTS

We very much appreciate the Christmas cards and gifts that are given to us at Reception.

These are delivered to the intended member of staff or enjoyed amongst all the staff if for the surgery in general.

Thank you very much!

New Reception Layout

We have been conscious for some time that both our reception desk and confidential area adjacent to it, do not offer optimum access for our less-able patients. Constructed nearly 30 years ago, our current reception desk is dark and somewhat imposing, with no “drop” zone to allow staff to talk easily with wheelchair users or to allow people with mobility problems to sit in comfort.

We would like to use this opportunity to redesign the “Front of House” area directly in front of, and behind reception, to enhance both the appearance of the reception area and to make working there more efficient for our staff and patients alike.

We propose a re-modelled reception area allowing for a lower desk portion for easier access.

We are also keen to provide a dedicated area for patients to complete forms away from the main reception desk, with an integral postbox, and to improve levels of confidentiality when patients are discussing matters with the receptionist.

We aim to keep disruption to a minimum by arranging most of the installation over a weekend, however, some minor inconvenience may be experienced whilst the work is carried out, for which we apologise in advance and ask for your patience!



FRIENDS & FAMILY TEST

December 2015 Results



“We would like you to think about your recent experiences of our services. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?”

Total number of responses in December 2015 = 196

Extremely likely	163	83.5%
Likely	26	13%
Neither likely nor unlikely	3	1.5%
Unlikely	2	1%
Extremely Unlikely	1	0.5%
Don't Know	1	0.5%

Patient Online Services



Patient Online services

Patients have been telling us that they want to be offered more convenience, choice and control in how they access GP services. Currently, if you wish to, you can now:

- Use the internet to book appointments with a GP or for blood tests.
- Request repeat prescriptions for any medications you take regularly

You can also still use the telephone or call in to the surgery for any of these services as well. **It's your choice.**

Accessing your Medical Record Online

Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted to hospital. By having access to parts of your medical record online you will be empowered to take greater control of your health and wellbeing.

Rectory Meadow Surgery will shortly be offering patient online access to the certain aspects of their Medical Record such as: -

- Medications - current and past
- Allergies
- Test results
- Immunisations

This means that you can access your record from anywhere in the world should you be away on business or on holiday. Online access to your medical information is available on computers, tablets Smartphones and Android phones.

If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before.

How do I register?

Come to reception and ask for a secure username

and password to get you started. You will need to bring a form of ID with you. All the information you need will be attached to allow you to register for all our online services.

Security

The information held in your GP record is stored on a secure NHS accredited server. It will be **your responsibility** to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately or contact the practice so we can remove online access until you are able to reset your password.

Proxy access on behalf of children

Our existing practice protocols for proxy access to children's paper-based records has been extended and tailored to include online record access. People with parental responsibility for children under age 14 normally have automatic rights to access their children's records, although not all parents have parental responsibility.

Parental access to a child's online service will be inactivated on the child's 14th birthday. If access is still required, the parent and child must visit the practice together to either resume parental access or activate access for the child independently.

I don't know how to use Computers/the Internet

There are a number of different services for people who want to get onto the internet. Many are provided by local authorities, colleges and charities. The best place to start would be your local library.

NHS England is also working with the Tinder Foundation on supporting people who want to make better use of the health information that is available on the internet. You can find out more on:

www.tinderfoundation.org/what-we-do/

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