

# RECTORY MEADOW SURGERY

ONLINE  
APPOINTMENT  
BOOKING

Did you know?  
You can book  
your appoint-  
ments online.  
Since 1 January  
2015, 433  
patients have  
booked online  
for GP, Nurse,  
midwife and  
blood test  
appointments.  
Ask at reception  
for more details  
of how to  
register for this  
useful  
service

## INSIDE THIS ISSUE:

Welcome	1
'Flu Vaccinations- Final Call	1
Closure Dates	2
Friends News	2
Reception Bulletin Board	2
Rectory Meadow Patients	3
Our new Website	4
Test Results Online	5

# Newsletter

ISSUE 18

JAN / FEB / MAR 2016



## Welcome



Welcome to our Winter 2015/16 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 still have vaccine left - its not too late!

As well as our usual features on closures, the Reception Bulletin Board and news from the Friends of the

Surgery, you can also catch up on the latest news from our Patient Group (Rectory Meadow Patients) on recent activities.

We are also delighted to introduce our new website to those who have yet to discover it—the product of a targeted patient survey about what you want from a GP website, and the hard work of members of our patient group. Do visit the site at [www.rectorymeadowsurgery.co.uk](http://www.rectorymeadowsurgery.co.uk) and have a look around!

## 'Flu Vaccinations—Final Call!

We are coming to the end of our Seasonal 'Flu campaign for 2015/16 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 unpaid 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 12th
- February 10th
- March 17th

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

Thank you

*"We are indebted to those patients who raise valuable funds for the surgery to support and extend the services we provide"*

# Friends of Rectory Meadow Surgery



A big thank you to all those who have supported the Friends of Rectory Meadow Surgery over the course of 2015. To all those who have volunteered, donated, supported, attended organised events and meetings, we could not have done it without you.

Watch this space for more social events and money raising initiatives in 2016. A Happy New Year to you all!

# Reception Bulletin Board



### APPOINTMENT INFORMATION

Appointments can be booked up to six weeks ahead. We pre-book approximately a third of our appointments so that patients can plan ahead for more routine consultations with their doctor. The rest of the appointments are released on the day at 8.30am to provide enough availability for acute or urgent appointments required at short notice. All appointments available to patients who telephone the surgery are also available online.

Please note that the automated check-in screen is now located to the right of the reception desk. We are always happy to check you in, but the automated screen may save you waiting when there is a queue at reception.

### PRESCRIPTION TURNAROUND TIME

Please allow 48 hours for us to process your prescription request.

Please mark clearly where you would like to collect your prescription.

Thank you for your cooperation.

### 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 whole surgery.

Thank you very much!

# Rectory Meadow Patients



Contact us at: [rmspatients@nhs.net](mailto:rmspatients@nhs.net)

## Who are we?

We're a communication channel between you and those providing your care - the Doctors, Nurses and staff. Our aim is to improve the quality of service provided to you and develop a sense of partnership between you and the Practice. Our job is to represent your best interests and your views are welcomed.

## What have we achieved?

1. Recent website improvements ([www.rectorymeadowsurgery.co.uk](http://www.rectorymeadowsurgery.co.uk)) enable patients to order repeat prescriptions, view test results and book appointments with ease. The Heart, Diabetes, Respiratory, Blood test and Mid-wife clinics can also be booked online. You can help the Surgery become more efficient by using these online facilities rather than 'phoning reception.

The Practice receives very few complaints but many relate to the difficulties or delays in getting through to the receptionists at busy times. Some facts and figures will show how you can help:-

- Less than 5% of patients use the online system to book an appointment with their Doctor;
- Only 30% of patients use the online system to order a repeat prescription;
- The Surgery receives in excess of 245 telephone calls each day – most to make an appointment or to obtain test results. That's around 65,000 each year.

Greater use of online services would resolve these concerns and offer patients the following benefits:-

- Save the cost of a telephone call
- Book appointments at any time of the day or night rather than being restricted to Surgery hours
- Offer a clear view of which GP is available and when
- Avoid the wait for reception staff to deal with their enquiry

**Please give online bookings a try - it is easy - and it will really help improve the service provided—turn over for details of how you can register for online access.**

2. Photographs of our Clinical staff are now displayed in the waiting area. We are grateful to Friends of Rectory Meadow Surgery for funding the cost. If you are not a member - helping your Surgery in this way is a very good reason to join. **Your contact for Friends is Drene De Silva ([drene.desilva@gmail.com](mailto:drene.desilva@gmail.com)).**

3. The Patient Group is keen to represent Rectory Meadow Surgery patients of all ages. We're currently running a project with help from Dr Challoner's boys and girls from year 12 to find out what young singles need from their Surgery. We want to communicate with these 'digital natives' in their own language so we'll be surveying a large group over the next few months to get their input.

4. In July we held a particularly successful meeting for Carers. On 17 March 2016, we will be holding an awareness event led by Age UK Buckinghamshire. This will highlight the help that is available for patients of a certain age who need some assistance in their daily life. Please support this event. Next summer we are planning a Diabetes UK event to provide practical advice to those who have Diabetes and to those who may be at risk.

If you would like to hear about other events which we organise please send your name and email address to [rmspatients@nhs.net](mailto:rmspatients@nhs.net), our dedicated email address.

**Next General Meeting. 13 January 2016, 12.15 pm at the Surgery.** Please join us – your views are important.

*Individual cases are never discussed nor is medical advice provided*

# Our New Website

You may have noticed that our website has changed. In response to discussions with our Patient Group, we looked at ways to improve our online presence.

## What did we do?

Our Patient Group ran a survey of our patients asking what their opinion was of our current website, together with the top 5 things they find useful on it. This allowed us to focus on what functionality was important to you. We has 182 responses.

## The Results

Top 5 Things Important to You: -

- Ordering my prescription
- Booking an appointment
- Finding Out of Hours Contact details
- Viewing my medical record
- Finding Our Opening Hours

We used this information to redesign our website.

## Our New Website—What Changed?

- We chose a site design compatible with use on mobile devices;
- We cleared the home screen of all but your top 4 priorities in accessing the site;
- We simplified some of the other menus including Opening Times and Out of Hours information to make it as clear as possible;
- We changed the colour palette;
- We changed the pictures on the home screen to that of “real people”!

We hope you like the results and are always happy to hear your feedback. We are particularly grateful to members of our PPG for all their hard work in making this project a reality.



# Viewing Test Results Online



Did you know, you can now view your test results online? Accessing your record online might help you to manage your medical conditions. It also means that you can access your record from anywhere in the world should you require medical treatment. If you register with Patient Access you can use the internet to book your appointments and look at some aspects of your medical record online.

**Registration is personal but parents can register on behalf of children under 14yrs of age.**

**Once registered with Patient Access you will be able to:**

- ⇒ **view and cancel your existing appointments**
- ⇒ **book one of the appointments available online**
- ⇒ **view some aspects of your medical record, including test results. Soon this will also include diagnoses, operations and other significant medical history**

***If you would like to register for online access, please speak to Reception***

You will need to bring in some photo ID and sign a form to agree the Terms of Use. You will be given a registration letter giving you unique codes to access your health record. From our website you then set up your account and follow the instructions to create a password. This will ensure that only you are able to access your record and appointments online – unless you choose to share your details with a family member or carer.

School Lane  
Amersham  
Bucks HP7 0HG  
HP7 0HG  
Phone: 01494 727711  
Fax: 01494 431790  
[www.rectorymeadowsurgery.co.uk](http://www.rectorymeadowsurgery.co.uk)

**Rectory Meadow Surgery**



Patient Services