

PATIENT NEWSLETTER – AUGUST 2015

ST RICHARD'S ROAD SURGERY
and GOLF ROAD (BRANCH) SURGERY

IMPORTANT PATIENT INFORMATION

A BIG THANK YOU

We would like to thank patients for their patience during our recent computer migration, this has been much appreciated.

The staff and doctors have worked tirelessly to ensure that the change went as smoothly as possible however, a couple of delays due to data conversion created some problems, which we realise caused some confusion as we were unable to extend the electronic appointment books as quickly as we would have liked. This matter has now been resolved, so our appointment books are now open.

Doctors and availability

We would like to remind patients that reception staff are only able to offer appointments for specific doctors where there is availability.

If there is no availability with your chosen doctor, you will be offered the next available appointment with another doctor.

Please remember, the reception staff are here to help you however, they cannot provide you with an appointment if there is not one available. Our reception staff follow a protocol agreed with the doctors, so please do not shout or get angry with them. If you have a problem with any services provided by the practice, please ask to speak to someone; please do not take it out on our reception staff they are only trying to help you.

On-line Services:

If you previously used our on-line services, please speak to reception if you have not completed an application to register for our new on-line services.

Once you have completed an application form, which can be downloaded from our website at:

www.strichardsroadsurgery.nhs.uk

You will need to make an appointment to have your application checked. We will need proof of your identification e.g. passport, driving licence, or another acceptable form of ID and proof of your current registered address. Please speak to reception for more information regarding acceptable ID. Once approved for on-line registration, you can:

- Book appointments on-line
- Order your repeat medication
- View a summary of your care record

all from you home computer or mobile device:

FY2 DOCTORS

Please be aware from August 2015 we will have newly fully qualified 2nd year foundation doctors (FY2) working in the practice.

These qualified doctors are gaining experience of general practice before finalising their speciality pathway. These doctors will have slightly longer consulting times.

If you would like to see the FY2 doctor, please let the receptionist know.

If you would prefer to see one of our regular doctors and would **NOT** like to see an FY2 doctor, please let reception know.

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NHS Friends and Family Test

The NHS Friends and Family Test provides Practices with patient feedback on how they are doing.

All you need to do is go to the link below after your appointment and let us know.

iwantgreatcare.org.

Postcode: CT14 9LF

Good or bad your comments are really important to us and will help us to improve the services we provide for you and others.

It is quick and easy to do too.

Core Surgery Opening Hours

Monday – Friday 08:00 – 18:00

Extended Surgery Opening Hours

Alternate Monday and Tuesday evenings 18:30 – 20:00

and

Saturday mornings 08:30 – 12:00

Please note there is no access via telephone during extended hours opening

ACCESS A SUMMARY OF YOUR MEDICAL RECORDS ON-LINE

Patients can now access their medical records on-line via their On-line Services account.

If you do not already have an On-line Service account set up, or would like to add medical records to your current on-line account please speak to reception who will arrange an appointment for you to set an account up, or amend your current registration.

PLEASE NOTE, you will need to bring a current in date passport or photo driving licence, with the paper counterpart, to the appointment, so your ID can be verified.

On-line Access registration forms can be obtained from reception, or downloaded from the surgery website at:

www.strichardsroadsurgery.nhs.uk

NHS111

If you need medical help fast but it's not a life-threatening situation, you can call NHS 111. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse or send an ambulance.

If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter.

You can call 111 any time of the day. The call is free, from landlines and mobiles.

When should I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

For health needs that are not urgent, you should call your GP surgery during normal opening hours.

Call **111** if we are closed and you need medical help fast, but it's not life-threatening.

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Alternatively, if a health professional has given you a number to call for a particular condition, you should continue to use that number.

Health Help Now

The CCG have developed an innovative new web app for local people, which aims to help patients find the right treatment and advice for their needs.

Health Help Now enables the user to select their symptom or need, and then locate their closest service based on the recommendation made by local GPs, paramedics, psychiatrists, hospital doctors and other health professionals. Health Help Now also offers a wide range of advice for common symptoms in all age groups.

The Health Help Now web app can be found online at www.healthhelpnow-nhs.net and is free to everyone who lives, studies and works in Medway, north and east Kent.

Patient Reference Group

If you would like to be part of the Patient Reference Group, or a Virtual Member of the Group please pick up a registration form from reception or download one from our website.

Patient Reference Group Meetings 2015/16

Friday 09.10.15

Golf Road Surgery 16:00 – 18:00

Friday 15.01.16

St Richard's Road Surgery 10:00 – 12:00

If you are between 16 and 24, or a parent with younger children and have some time to come along to some of our meetings we would be interested in hearing from you.

Things not working as they should be!

If things are not working as they should be, then please let us know.

Occasionally things go wrong and we hope to be able to resolve these quickly. However, sometimes we may need to completely review a system or process if we find it is not working. In order to do this we need your help, so please let us know if you are experiencing problems with any of our services.

THE SURGERY WILL BE CLOSED ON THE FOLLOWING DATES/TIMES

PROTECTED LEARNING AFTERNOONS 2015:

17 September 2015
15 October 2015
19 November 2015
26 November 2015

Bank Holidays and other Closures:

Summer Bank Holiday 31 August 2015
Christmas Day 25 December 2015
Boxing Day Bank Holiday 28 December 2015
New Year's Day 1 January 2016