

PATIENT NEWSLETTER – JANUARY 2017

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

IMPORTANT PATIENT INFORMATION

We are proposing to change the opening hours for Golf Road Surgery from 1 April 2017.

As you are aware we have been advertising for a new doctor to join the practice for nearly two years now, and during this time we have been exploring alternative ways of working to support the clinical team, until we are able to recruit to this vacancy.

We have been involved locally in using Paramedic Practitioners to support the practices with their home visiting and, here at St Richard's Road, we have already been working with other allied health professionals e.g. clinical pharmacist to support the clinical team and physiotherapists and councillors to provide more direct access for patients to musculoskeletal and psychological services by using clinical triage, avoiding the need for patients to see a doctor for onward referral.

Following the successful integration of Advanced Practitioners within primary care teams, we have recently recruited another Advanced Nurse Practitioner and an Advanced Paramedic Practitioner to join our team, to provide support with our home visiting and urgent care. Both of these new members of the team will join us in March 2017.

In order to enable us to manage the clinical workload more efficiently and provide the necessary clinical support for our urgent care team we are proposing to close Golf Road Surgery from 13:00 each day (Monday – Friday) from 1 April 2017.

We are asking patients to let us have their feedback on how they access our services and their comments both positive and negative regarding this proposal, so we can better understand how these changes may affect our patients.

We have provided questionnaire/feedback forms in the waiting area at both St Richard's Road Surgery and Golf Road (branch) Surgery, however, you can also provide this feedback in writing, or via our website at.

www.strichardsroadsurgery.nhs.uk

The results of this survey will be discussed with our Patient Participation Group, once the results are collated.

Patient Participation Group

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

Meetings for 2017/18

- Friday 13.01.2017 St Richard's Road 10:00 -12:00
- Friday 7.04.2017 Golf Road 16:00 -18:00
- Friday 14.07.2017 St Richard's Road 10:00 -12:00
- Friday 13.10.2017 Golf Road 16:00 -18:00
- Friday 12.01.2018 St Richard's Road 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.

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 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.

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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.

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

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.

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.

ACCESSING HEALTH SERVICES

For more advice on how to access services and health advice in and out of hours please read the articles below:

- **Health Help Now**
- **Online Services**
- **NHS111**
- **Surgery opening hours**

FY2 DOCTORS

Please be aware we 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.

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

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You will need to make an appointment to have your application checked. We will need proof of your identification e.g. passport, photo driving licence, or another acceptable form of photo 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

from your home computer or on the go via your smart phone or mobile device:

OUR RECEPTION STAFF ARE HERE TO HELP

We would also like to take this opportunity to remind patients that reception staff are only able to offer appointments for specific doctors where these are available.

If there is no availability with your chosen doctor, you will be offered the next available appointment with another doctor, or another health professional, if this is appropriate.

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 protocols 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.

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.

Surgery Opening Hours

Monday – Friday 08:00 – 18:00
(Telephone access until 18:30)

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 telephone access during extended opening hours

THE SURGERY WILL BE CLOSED ON THE FOLLOWING DATES/TIMES

PROTECTED LEARNING AFTERNOON CLOSURES 2017:

- 19 January 2017
- 23 February 2017
- 23 March 2017
- 27 April 2017
- 18 May 2017
- 22 June 2017
- 20 July 2017
- 21 September 2017
- 19 October 2017
- 16 November 2017
- 7 December 2017

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Bank Holidays and other Closures:

New Year's Day (substitute)	2 January 2017
Good Friday	14 April 2017
Easter Monday	17 April 2017
Early Spring Holiday	1 May 2017
Late Spring Holiday	29 May 2017
Autumn B/Holiday	28 August 2017
Christmas Day	25 December 2017
Boxing Day	26 December 2017
New Year's Day	1 January 2018