

# PATIENT NEWSLETTER – JUNE 2015

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

## IMPORTANT PATIENT INFORMATION

### Practice computer system migration

The practice computers are being migrated to a new clinical system between 17 and 24 June. During migration we will be unable to access certain information in your health records, as our electronic systems are being switched off between these dates. Please be patient with our clinicians and staff during this time, as they will be experiencing considerable pressure to maintain services throughout this period without access to individual health records and our electronic processing systems.

#### Patient On-line Access:

If you currently use our on-line services, please speak to reception and they will provide you with details of how you can register for our new on-line services.

#### Repeat Prescriptions:

Please can patients on repeat medication ensure that they submit their repeat requests in good time if their repeats fall due between 17 and 24 June 2015? This is to enable the doctors and staff sufficient time to process your next repeat before our clinical system is migrated.

#### Routine Appointments:

During migration, we will not have access to our electronic appointment books, and therefore be unable to book any appointments in advance, as these will not migrate over to the new appointment system. If you normally pre-book your appointments, you will need to contact us after 24 June 2015 to book your next routine appointment.

#### Referrals and pathology results:

Our electronic processes will be switched off between 17 and 24 June 2015, so we will not be able to receive any pathology results, or be able to send referrals via Choose and Book.

Urgent results will be notified to the practice by the laboratory and we will contact you, if your doctor needs to see you.

Rapid Access (Cancer) and Urgent referrals will still be sent to hospitals during this period however, routine referrals may be delayed until our secretarial team have access to their systems following migration.

We would like to thank patients and services users in advance for their co-operation during this migration, and reassure you that training systems will be in place for all doctors and staff before our "Go Live" day. However, everyone is going to be on a steep learning curve and may not be able to respond to your request immediately.

### **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](http://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.

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### 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](http://www.strichardsroadsurgery.nhs.uk)

### **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***

### **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.

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](http://www.healthhelpnow-nhs.net) and is free to everyone who lives, studies and works in Medway, north and east Kent.

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### 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 10.07.15

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

#### 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.**

### THE SURGERY WILL BE CLOSED ON THE FOLLOWING DATES/TIMES

#### PROTECTED LEARNING AFTERNOONS 2015:

21 May	2015
18 June	2015
16 July	2015
17 September	2015
15 October	2015
19 November	2015
26 November	2015

#### Bank Holidays and other Closures:

Early Bank Holiday	4 May	2015
Spring Bank Holiday	25 May	2015
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

### 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.