



Patient Survey Results and Action Plan

We carried out a survey of our patients' views recently and, having analysed the results, have now created an action plan. We will:

- ◆ Begin using a text messaging service to confirm appointments and send reminders for those patients with a mobile phone that have not opted out of this.
- ◆ Put a television in the waiting room which will show useful information about services available and about national public health campaigns
- ◆ Begin emailing out our newsletters to those patients who have requested it and provided an email address.
- ◆ Put more information on our website, though some of the things
- ◆ requested in the survey are already on there, eg Christmas opening hours, Newsletters.



Thank you to all those patients who took the time to complete the survey.

NHS 111 Service



This service is now fully operational in our area. The 111 telephone number is operational all day every day for immediate advice on health care for people with non-emergency health concerns.

The aim of this service is to make it easier for patients to access the right service the first time. It will make it easier for patients to access healthcare services when you need medical help fast, but it's not life-threatening. When you call this number you will get through to a fully trained advisor, supported by experienced nurses.

They will ask you questions to assess your symptoms and give the healthcare advice you need, or direct you to the right service.

Summary Care Records

This is the scheme whereby a few important details about you can be shared with another health-care provider, eg a hospital, in an emergency or when your GP surgery is closed. Such information would include any allergies you may have and what medications you are taking. This is to ensure that you get the right healthcare as soon as possible. If you do not want your data to be shared in this way, please ask the surgery for an opt out form to complete, or tell your GP. You can opt in or out of this at any time. *Please note, this is not the same as the 'care.data' scheme, where data is shared for research purposes.*

Text Messaging Service

The surgery is planning to begin a text messaging service in the next couple of months, once some technical issues have been ironed out. Patients who have given us their mobile phone details and have not opted out of this service will start to receive texts to confirm and remind them about appointments. If you wish to be included in this, please ensure that we have your up to date details, or let us know if you do not wish to receive any texts from us. Test results will NOT be sent via this method.

Starters and Leavers

Reception: There are lots of changes happening this spring - First of all we have said goodbye to **Pip Croft** and all wish her well in the future. In May **Carol Eaglefield** will be retiring. We would like to thank her for her contribution to the team; she has weathered many changes during that time and we wish her a fun and relaxing retirement. **Kirsty McMeechan** will be off very soon to have her first baby, but we hope she will return to us after her maternity leave. Because of all these changes, we are recruiting two new Receptionists and hope to have them in place by the end of April.



We are also currently looking for a **new GP Partner**, to replace Dr Dickson. We hope to have this new doctor in place by around the beginning of autumn.

Medicines Waste—Your Help Needed!

To help prevent your local NHS paying for medicines that aren't actually used or needed, please could you ensure you do the following:

- ◆ Only tick the medicines you need on your repeat prescription
- ◆ Never order medicines you no longer use or need
- ◆ Do not re-order more medicines unless you have less than four weeks supply left
- ◆ If you are taking a medicine which you believe is not helping your condition — discuss this with your GP.



Vaccination Update

Rotavirus: This vaccination was added to the baby immunisation schedule 8 months ago and according to Public Health England it already seems to have reduced the cases of rotavirus-diarrhoea illness.

Yellow Fever: This vaccination is now back in stock.

Holiday Vaccinations: If you are travelling abroad for your holidays this year, please remember to ensure that you have any necessary vaccinations for the country you are visiting. If you are unsure whether you need any, you can speak to reception, who will fill in a form for you and make you an appointment to see a nurse, if necessary. We strongly recommend that you call **at least 6 weeks before you are due to travel**, as you may need a course of injections over a period of a few weeks (though not in all cases).

Thinking of Stopping Smoking?

...then let Reception know and they can make a **Time to Quit** appointment for you with one of our nurses.

As well as support and advice, they can prescribe appropriate aids, such as nicotine patches, gum, etc. **You are more likely to quit if you get help!**



Pregnant Ladies

Any ladies who have found out they are having a baby should make an appointment to see the Midwife as soon as possible. You do not need to see the GP prior to this.

She can help monitor the health and wellbeing of mum and baby, provide invaluable advice and information and prepare you for your labour. Please tell Reception and they will give you a pregnancy pack.

