

FRIARSGATE

FOCUS

PATIENT NEWSLETTER

Spring 2019

WHAT IS A PATIENT PARTICIPATION GROUP?

It is a group of approximately 600 patients who have shown an interest in working with the Practice and is led by a Committee of approximately 12 PPG members, Clinicians and Practice Staff working together to:

- Encourage and help patients to find out about the different ways to contact the surgery.
- Help with suggestions for the development of IT within the practice to ensure that it is patient friendly.
- Assisting the practice to improve the services provided by the surgery to support patients with long term conditions.

THE WAVE INITIATIVE

This initiative has been running since 2017 and involves members of the **PPG** being in the waiting room at various times, to talk to Patients and help explain all about the

services available at Friarsgate and to listen to any feedback you may have.

IT DEVELOPMENT

AccuRx text messaging service

The practice is in the process of testing a new text messaging contact service called AccuRx. The aim of this service is to contact patients via text message with information for patients such as appointment changes, results and reminders. This system is as well as the MJOG text message appointment reminder system.



Access to medical records online

Online access to medical records allows patients to book and cancel appointments on line. You can also request repeat prescriptions, view blood test results and view some aspects of your medical records.

Patients must register to use the service and can do this by attending the surgery with photo ID and confirmation of address. Unique codes will then be issued enabling patients to sign in via the Friarsgate website.

This system is only available to patient aged under 11 and over 16.

New Phone system

The Practice has recently upgraded our phone system to make things simpler and more effective for patients; we are also making sure we have more staff answering calls at peak times to avoid delays. Our aim is to answer all calls within 4 minutes even at our busiest times.



HAVE WE GOT YOUR CURRENT DETAILS

We may need to contact you urgently in an emergency so we must have your correct contact details on record. Please notify the receptionist if you change your address, telephone number and email address.

COMINGS AND GOINGS

The Friarsgate practice is extremely sad to announce Dr Timothy Stannard is retiring at the end of March 2019 after 30 years with the practice.

We would like to wish him all the best for the future but, he will be greatly missed by both staff and patients. Dr Stannard will be popping in from time to time over the coming months to do some locum sessions so you may see him around the practice.

The practice will be contacting patients via text or letter with the details of their new GP.

Dr Colleen Wylie joined the practice on the 1st April 2019 taking on part of Dr Stannards list. She is a wonderful addition to the team and we are sure the patients will love her.

EASTER OPENING TIMES 2019

Main Friarsgate Weeke

Friday 19th April **CLOSED GOOD FRIDAY**
Monday 22nd April **CLOSED EASTER MONDAY**

Badger Farm Surgery

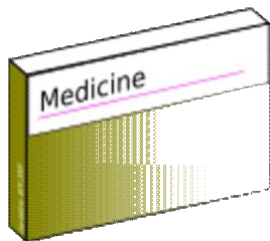
Friday 19th April **CLOSED GOOD FRIDAY**
Monday 22nd April **CLOSED EASTER MONDAY**

If you have any medical concerns while the practice is closed please call:

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Easter Medication Supplies

The Friarsgate practice will close for Easter on Thursday 18th April 2019 at 20:00 and reopen on Tuesday 23rd April 2019 at 8am.



Please make sure you have enough medication to last you over this period. Any medication you require for the Easter period must be requested at the practice by

Tuesday 16th April 2019

Electronic Prescriptions sent directly to the pharmacy must be requested by

Wednesday 17th April 2019.

This is to guarantee we can process them all before the holidays.

ALL PATIENT MEETING/ AGM

This year's all patient meeting/ AGM will be held on Monday 8th April at 7pm at St Barnabas Church, Fromond Road, Weeke, Winchester.

The evening will include insightful presentations from members of the PPG and practice staff on topics such as General practice as a multi-disciplinary team and many others.

We hope to see you there!

NHS CHOICES

NHS Choices provides an award-winning, comprehensive health information service with thousands of articles, and tools,

helping patients make the best choices about their health and lifestyle, as well as making the most of NHS and social care services in England. NHS Choices helps patients find, choose and compare health, support and social care services in England. They also publish reviews and ratings across health and social care services, many of which are written by the patients accessing the services.

Your local Clinical Commissioning Group (CCG) has contracted with a number of Hospitals to enable you to make an informed decision about your care and treatment. Should your Doctor decide to refer you to a Consultant or Hospital service for further investigation you will usually be given a referral form and a telephone number to call so that you can choose where and when to make your appointment. Waiting times vary between different providers of care. Visit www.nhs.uk for information on services in your local area.

FUTURE NEWSLETTERS

If you have a topic you would like us to cover in a future newsletter then please contact the practice at WHCCG.FriarsgatePractice-PatientParticipation@nhs.net and we hope you will see your information in a future edition of the Friarsgate FOCUS!