

# FRIARSGATE FOCUS PATIENT NEWSLETTER

May 2017

## WELCOME TO OUR FIRST EDITION

This is the first (of many) newsletters produced by the Patient Participation Group (PPG) in conjunction with the Practice Staff to provide you with useful information about what's going on at the Friarsgate Practice.

## WHAT IS THE PATIENT PARTICIPATION GROUP (PPG)?

It is a group of approximately 440 patients who have shown an interest in working with the Practice and is led by a Committee of approximately 12 comprising patient 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 involves members of the PPG being in the waiting room on Thursday afternoons and Friday mornings, to talk to Patients and help explain the all the ways of accessing the services available and to listen to any concerns you may have.

## IT DEVELOPMENT

### Text Messaging

The practice is in the process of testing a new text message reminder programme called MJOG. The aim of this system is to remind patients by text reminders about any appointments they have. It will replace the current software as it offers the opportunity that doesn't currently exist, for patients to respond by text to cancel unwanted appointments.



This new system may also be used to inform our patients of important information, for instance when our flu clinics will be.

We will keep you posted on the progress of this new and exciting system.

## Patient online access

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



It is quick and easy to use and a Patient Access App is also available for use with a mobile phone or tablet.

Patients must register to use the service and can do this by attending the surgery with photo ID (and confirmation of address if requesting view of medical records). A username and password will then be issued enabling patients to sign in via the Friarsgate website.

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

## eConsult

Want to get appropriate medical advice and treatment without phoning the surgery?? Complete a simple form on the Friarsgate website.

If you require ongoing help for a condition, general advice or administrative help, eConsult allows you to contact the practice without having to telephone.



Simply visit [www.friarsgatepractice.co.uk](http://www.friarsgatepractice.co.uk) and click on the eConsult section of the homepage.

The practice aims to respond to all forms submitted by the end of the next working day.

### Consolidating our phone lines

We are improving our phone system by changing the options available and adding up-to-date patient information whilst on hold. The lines for both surgeries, Badger Farm (01962 877222) and Weeke (01962 871730) will now go through to our Weeke surgery for all patients to be able to take advantage of this improvement.

### **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, landline & mobile phone numbers and email address.

The results of blood tests and other diagnostic investigations are often available only after the surgery is closed. If immediate follow-up is required, the hospital or out of hours service may need to contact you urgently. Please check the address, telephone numbers and email address on the request form are correct.

### **COMPLIMENTS AND CONCERNS**

There is a touchscreen iPad next to the reception area on which you can record your experiences at the Surgery and it would be very helpful to the Practice if you could find the time to complete the brief questionnaire. Alternatively, there is a Patient Feedback form which can be posted in the box alongside the entrance.

It is so nice to receive compliments from our patients on the friendliness of our Practice staff and the caring support they receive from our Doctors and Nurses. We also need to know if you have any concerns and will always try to find ways to improve.

### **CURRENT TOPICS FOR INTEREST**

#### Badger Farm Development

We are really pleased to let you know that the Badger Farm Surgery now has two additional consulting rooms following a building programme that took place during February. With a growing population, this is a greatly improved facility for our existing Patients and Staff now and in the years to come.

#### Breast Screening

Friarsgate Practice patients will be automatically invited for screening from February 2017 to June 2017 for ladies between 50 and 70. Ladies over 70 will

need to call 01962 824841 for an appointment.

### **COMINGS AND GOINGS**

The Friarsgate practice has sadly had to wave a fond farewell to some wonderful members of the team recently.

Dr Sophie Nicholls left the practice at the end of January 2017 to emigrate with her family to Australia.

Dr Hannah Ingram-Evans left at the end of March 2017 to spend more time with her young family. Dr Nathalie Hodgson is now looking after Dr Hannah's patients.

And finally Nurse Sally Payne also left at the end March 2017 after more than 30 years' service to the Friarsgate practice. Sally has kindly agreed to continue to do some clinics with us from time to time.

### **AND FINALLY .....**

This newsletter has been produced by the Friarsgate PPG working closely with the GPs and Practice Staff. If you would be interested in joining the PPG please let the Practice know, or simply email [whccg.FriarsgatePractice-PatientParticipation@nhs.net](mailto:whccg.FriarsgatePractice-PatientParticipation@nhs.net). We would welcome your valued support within the group. Also, if there is anything in particular you would like to see included in the next Newsletter please let us know.