

Grove Road Surgery Newsletter

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Editors Comments

(Stephen Fowler, Practice Manager)



Well Christmas is now a thing of the past and we look forward to an even better year in 2014. This year will see several staff changes at the practice. Our registrars, Dr Ben McFadden, leaves us in April to carry out his final year of GP training and Dr David Grant leaves at the end of July to start work as a locum in the area whilst he seeks full time employment in a practice somewhere local, having completed his GP training. We also have two staff retirements with Dr Ribbons retiring at the end of August at almost 54 years of age and after 25 years at the surgery. I also retire at the end of September having turned 60 years in July and after 40 years working in the medical profession, the last 20 in the NHS and here at the surgery for the last 8½ years. We are working towards replacing all personnel but more will follow in year on these, in both this newsletter and via our website.

Change to Dr's Working

Dr Bruuns's work for the clinical commissioning group means he will reduce his working time to half time and will work Monday and Tuesday and every other Friday. To compensate for this loss, Dr's Raya and Nayak will now both work 3 full days a week. Dr Raya will work Monday to Wednesday and Dr Nayak on Wednesday to Friday. This should mean we have a female doctor here everyday of the week, except of course when either is off on holiday or sick. This change has come into effect from the 1st February. Dr Raya will move into Dr Ribbons room permanently from

September following his retirement, but until then will work from her room on Monday and Tuesday but move to Dr Trans old room just for the Wednesday until her permanent move in September.

Care Data

There are posters scattered around the surgery in strategic positions, including the toilets, about this very important data extraction service which come into effect at the end of March 2014. This initiative affects us all and so everyone needs to be aware of this, hence the posters in odd locations such as the toilets. Every opportunity to notify is being adopted by the practice. We have run several articles on this via this newsletter in the past year. In addition we have created a section on our surgery website under ' further information ' and the ticker tape of news also directs you to this section. This is not something to be taken lightly and everyone should read the leaflet that is being put through the letterbox of every household. Our website contains the leaflet should you have thrown it out or just didn't receive one. In addition our website offers you additional documents including and opt out from . It also prompts you to look at the care data's own website and provides their own helpline telephone number if you have any questions or queries. It is important to also recognise that this is a separate opt-out from the Summary Care Records opt out, that came into force in 2010. These are two very different opt-outs and should not be confused as one and the same thing. If you have any queries we would encourage you to take these up in the first instance with the care data website or their telephone helpline, as they are the experts and can deal with your enquiry much

more efficiently that we maybe able to at the surgery.

Practice Booklet 2014

This is now at the printers and is expected to be available shortly. Once we have a copy of the updated electronic version, it will also be made available on the practice website. The ticker tape of news will inform you when this is available to you to download.

Repeat Prescriptions



We conducted a patient survey on repeat prescribing and the results of this are available on our website, just follow the patient survey links. There were a couple of things that came out of the analysis both with the patient group and in-house and we have addressed these here. To take advantage of electronic re-ordering of your repeats, you can use either of the following methods. E-mail your repeat medication requests to us at:

repeats.groveroad@nhs.net or go to our website www.GroveRoadSurgery.co.uk and order them from us that way.

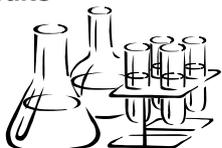
If your chemist is reordering your medications for you, but does not contact to check what you need and orders everything whether you need it or not, you need to contact the pharmacy and specifically tell them to contact you before re-ordering. Several patients reported getting medications that they didn't actually need. Many of you were completely unaware that chemists cannot take back medications once issued, and so the previous sentence about the chemist checking with you what you need becomes even more relevant. There was some confusion around who is entitled to free medication

and who pays the prescription charge. Effectively, anyone over the age of 16 and under the age of 60 is supposed to pay. However, there are some exclusion from this age group. Those who suffer with certain medical condition such as hypothyroidism or diabetes for example are exempt. The oral contractive pill is also exempt from charges as are mother of babies under 1 year old. Those still in full time education are also exempt but only once they have completed an HC1 application form. This form will prompt the prescription pricing authority to look into your case and will either award you full or partial exemption or refuse exemption altogether. Equally, those receiving certain benefits, income support or job seekers allowance etc., may also claim exemption but similarly they will be given full or partial exemption or refused exemption altogether. The system is really complicated and so patient confusion is completely understandable. If you are liable to pay the prescription charge and you receive more than two repeats a month you might want to consider a prepayment certificate (or season ticket as some call it) as this can save you in the long term. Speak to the chemist about this arrangement. Lastly, synchronising your repeats to ordering just once a month. Please see the separate article on this matter below.

Synchronisation of Repeats

Some of you have already taken advantage of our synchronisation service as this helps reduce your medication requests from several times a month, to just once a month. If you are having to order your repeats more than once a month, you will benefit from our synchronisation service. Please ask at reception for details.

Test Results



At a recent patient group meeting it was asked why we insist on calling for test results after a couple of days and between 12 noon and 2 pm and between 5 and 6:15 pm. This is mainly because the results start coming into the surgery late morning whilst the doctors are doing their

consultations. The doctors need time to view these results and report on them, which they do on completion of their morning surgeries, which is around 11:30am. They invariably have done these before they go off on home visits over the lunchtime. Hence the 12noon to 1pm call time. In addition the afternoon batch of test results received, arrive whilst the doctors are doing their afternoon surgeries. Again they need to look at these and report upon them, so that is why we ask you to call after 5pm. Early callers may be informed that the result is in but that the doctor has not yet looked at the test results, requiring you to make a second call and this is additional workload for us also. In addition, by telephoning at these later times, it is quieter for our front desk reception, so you have a better chance of getting through quicker, and we can deal with them easier. We are aware that these times may not be convenient to you but we hope you now understand why we request you call at these times. We are also looking into the possibility of making test results available to patients on-line via our website, but by you creating a username and password in order to access these securely.

Appointments

The patient group have asked us to look into amending our policy of asking patients to call back to make an afternoon appointment when all the morning ones have been filled. We have agreed to trial this. The group also wanted it reaffirming that you are able to book on the day when it is essential to be seen that day. We will always try to give you the doctor of your choice, but if that doctor is fully booked, you will be offered an appointment with another doctor. Often following a Doctors holiday, because patients are prepared to wait until their return before being seen, that doctor will consequently be in high demand. In these circumstances it may take a little longer for you to be seen by a named doctor. The doctors understand and appreciate your loyalty to them, but please remember, there are others who you can see you. If many others have thought as you, and are awaiting their return, this can create a backlog for that doctor, which will take a few days to clear. We state

this as you may not be able to see them first day back. You can pre-book appointment on Tuesday - Friday (not Monday) but these are limited in number for each day as we need to hold back appointments for the on-the-day demand. The times of pre-book appointments vary with each doctor, but are usually first thing in the morning and afternoon. These can be booked by ALL patients, but are especially popular to workers, school children and students. Pre-book appointments can only be booked up to 2 weeks ahead. We are also looking into making pre-book appointments available on-line, which should also help some of you. There maybe occasions when you do not need to see the doctor but can discuss the matter over the phone. As a result we offer telephone consultations when a face to face in not required.

Reminders

Firstly, Home Visits - it is helpful if these are requested before 11am, the earlier the better. From 11:30 – 2:30 the Dr's are out on their rounds so late requests are disruptive. *Secondly*, Medication Requests - sometime ago the Dr's stopped receptionists accepting telephone requests for repeat medication. We have several methods for you to request your medication without resorting to telephoning them. You can write in to us with your repeat slip, fax it to us, pop it through our letterbox when passing or organise it through your regular chemist. You can e-mail them or order through our website. Any of these are easy but more importantly safe methods of re-ordering, so please refrain from telephoning your requests.

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