

Grove Road Surgery Newsletter

Volume 11 Issue 4

Spring 2016

Editors Comments

(Kelly Hartland, Practice Manager)



Welcome to our spring newsletter.

It has been a very busy time for us at Grove Road Surgery and I can't recall a single day when the NHS has not been in the headlines.

Meningitis B has been one of the headlines. The latest guidance on eligibility for vaccination is:

The Meningitis B vaccine is offered to babies alongside their other routine vaccinations at:

2 months, 4 months and 12 months.

But not for any other age group.

We are also unable to offer this injection privately.

New Practice Manager

I will be moving on to pastures new in April. My replacement is a very experienced Practice

Manager called Eddie Thomas. Eddie is a local man and he has been a practice manager for many years.

I have really enjoyed my time at Grove Road. The patients, doctors and staff have made me feel very welcome.

I am confident I am leaving the surgery in safe hands.

I wish you all well for the future.

New Telephone System



We had a new telephone system installed in January and we have re-located the telephones to an area at the back of reception where the telephones can be answered privately to improve confidentiality for our patients.

You may have noticed the new options which are now available when calling in:

*Appointments
Test Results
Prescriptions
Any other enquiries*

We have had positive

feedback from a few of our patients and are pleased that our problems with patients being cut off or lost in the system appear to have been solved.

We have also increased the numbers of staff answering the telephones at peak times.

Spring Clean



Our waiting room carpets have been cleaned and the matting replaced in the lobby area which, we hope you agree, looks much better. The Nurse's rooms have also had new flooring.

Patient Transport



Some people may be eligible for non-emergency patient transport services (PTS). These services provide free transport to and from hospital for people who have a medical need for it. There is a strict criteria based primarily on

your mobility, where it is impossible to make your own way there using public or private transport. If you need this service, and are eligible, please call 0300 111 2131.

Health Help Now



www.healthhelpnow-nhs-net

This website aims to help people find the right service for their health needs, especially when they need medical help fast but it is not a life-threatening emergency. It lists common symptoms and offers suggestions for treatment, with the one which works best for most people listed first. 'Health Help Now' then links through to local services, and shows whether they are open or closed, their location and directions.

Non Attendance for Appointments



The practice DNA rate (Did Not Attend for an appointment) for December 2015 was:

99

Every month, many hours of doctors and nurses appointments are wasted simply because patients have failed to attend or cancel in

advance. Please contact the surgery if you are unable to attend your appointment or, if you use the text reminder service, please reply with the word 'cancel'. We can then offer the appointment to another patient. Thank you.

FAQs

Why don't I receive a text reminder?

In order to have a text reminder, all you need to do is ensure we have an up-to-date mobile number in your records.

How much notice do you require to cancel the appointment?

We need, at least, 6 hours notice in order to update the system.

I texted back to cancel but it did not work?

Please be aware you must only text back the word 'cancel' or the system will not recognise it and it will not automatically cancel the appointment. The system does not recognise any other text.

I don't want to continue to receive text reminders?

Just let us know via email, telephone or letter.

Paramedic Practitioner



Dan Rouncivall joined us in January this year as a Paramedic Practitioner working in conjunction with Paramedic Practitioner Stuart Rutland. Both Dan and Stuart

visit patients in their home and are fully supported by all our GPs.

Patient Information leaflets



Don't forget you can access many online patient information leaflets for medical conditions; you can also go to your local library or ask your GP

For example go to:

<http://patient.info/health>

Closed



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Easter Monday 28th March 2016

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