

# **ALFORD GROUP OF DOCTORS**

## **Practice Newsletter Summer 2018**

### **New appointment system**

To help improve the service we offer from 1st June we will no longer be offering a walk in clinic, instead you will be given an appointment time to attend until capacity is full.

### **Patient Group**

Would you like a say in how we run the GP practice? We have a patient group which meets every last Friday in the month. The meeting dates are listed below. The aim of the group is to provide useful feedback from a patient perspective so the GP's can deliver services that meets the needs of the local patient population. It is sometimes the simple, easy things that make all the difference.

If you would like more information please contact the practice and ask to speak to Ian Atkinson, Practice Manager.

Meeting dates:

29<sup>th</sup> June 2018

28<sup>th</sup> September 2018

26<sup>th</sup> October 2018

(All at 1.30pm)

### **The NHS Friends and Family Test**

NHS England want you to have the best possible experience of care and the NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our services. This is based on a simple question. "How likely are you to recommend our service to friends and family if they needed similar care or treatment".

Please fill in a response form at reception or in our upstairs waiting room or go online at [www.alforddocs.co.uk](http://www.alforddocs.co.uk) to give us your feedback.

You don't have to give any personal details. We have to submit a monthly report to NHS England so your contributions are much appreciated.

### **Summer Sun**

Hopefully we will have some lovely hot weather this year. Please remember that in the warmer weather you need take care to protect yourself and your children from the harmful effects of the sun. Use lightweight, light coloured clothing and a sun hat, stay away from the strong midday sun and remember to use sunscreen with a protection factor (SPF) of at least 15.

Babies under 1 year of age should stay out of the sun.

Also please make sure that you and your family are drinking plenty of water during hot spells.

### **Hay Fever**

It's that time of year again when you can be affected by hay fever. This is caused by an allergy to pollen that causes runny, itchy or blocked nose, sneezing and itchy eyes. People who suffer with asthma often find their symptoms are worse during the hay fever season. Symptoms can be helped by reducing exposure to pollen, especially when the pollen count is high. Wear sunglasses if you go out, avoid cutting the grass, shower and

wash your hair when you have been outside, keep the car windows closed and bring in the washing before the evening when pollen falls as the air cools.  
Effective antihistamine tablets or nasal sprays are available to buy from any pharmacy.

### **Dates for your Diary**

Please note that the surgery will be closed from 1pm for training on the following dates:

Wednesday 6<sup>th</sup> June 2018  
Wednesday 4<sup>th</sup> July 2018  
Wednesday 1<sup>st</sup> August 2018  
Wednesday 5<sup>th</sup> September 2018

Should you require urgent medical attention on any of these afternoons, please telephone the surgery.

### **Opening Hours**

As from Monday the 4<sup>th</sup> of June 2018 the surgery opening hours will be as follows:

Monday to Friday      8am to 6.30pm

Extended Hours will be 6.30pm to 7pm (by appointment only)

As from Monday the 4<sup>th</sup> of June 2018 the dispensary opening hours will be as follows:

Monday to Thursday    9am to 6pm  
Friday                      9am to 5.30pm

### **Care Navigation Training**

Staff at the practice are currently undertaking care navigation training. This training enables our reception team to best direct patients to the most appropriate appointment/care. The training is being provided with the support from the GP's at the practice. The receptionist may start to ask more questions to the patients when they come into the practice as this is now part of their job. We would really appreciate patient co-operation as these measures have been introduced to help you.

### **Current NHS pressures**

As most people are aware the NHS has been under increasing pressure. Merton Lodge Surgery and other medical practices are doing all we can to address the situation. Whilst we do understand that it can become frustrating at times, we would respectfully ask that patients remember that our staff are doing the best that they can for you. Please treat them with dignity and respect.

### **We need your help**

Could we please ask that all patients ensure that Merton Lodge Surgery are informed of any changes to personal contact details. If your details have changed please speak to our reception staff or complete a form on our website.

### **GDPR**

If you provide us with your mobile phone number, we may use this to send you reminders about your appointments or other health screening information. Please let us know if you do not wish to receive reminders on your mobile.

If you provide us with your email address, we may use this to send you reminders to make an appointment for a review. Please let us know if you do not wish to receive correspondence by email.

### **Repeat Prescriptions**

Please remember that we need 48 hours to process your prescriptions. Please plan your repeat medication needs bearing this in mind.

<b>Day ordered</b>	<b>Day available to collect from</b>
Monday before 4pm	Wednesday after 2pm
Tuesday before 4pm	Thursday after 2pm
Wednesday before 4pm	Friday after 2pm
Thursday before 4pm	Monday after 2pm
Friday before 4pm	Tuesday after 2pm

Please also note that if you order your items after 4pm on a Friday, on a Saturday or a Sunday your prescription will not be processed until the surgery reopens on a Monday. Your prescription will be available to collect from reception on the Wednesday afternoon and not before.

### **Missed Appointments – (DNA)**

Total DNAs for May 2018 were 161.

Do you feel frustrated when you cannot get an appointment?

DNA's (Did Not Attends) are often a reason why.

Every day patients fail to attend their appointments.

Often this is because they did not change or cancel an appointment.

If the Practice had been informed, these wasted appointments could often have been offered to and utilised by other patients.

The effect of wasted appointments:

§ An increase in waiting time for appointments

§ Frustration for both staff and patients

§ A waste of NHS resources

§ A potential risk to the health of patients

It is very easy to cancel an appointment with the Practice. This can be done by phoning the Practice, in person or through your online account.

We appreciate that there can be many reasons why patients fail to attend appointments:

§ They feel better

§ They are scared

§ Transport problems

Or

§ They simply forget

**DON'T FORGET! DNA'S COST TIME & MONEY! WHEN IT COMES TO APPOINTMENTS, KEEP IT OR CANCEL IT!**