

ST LUKES AND BOTLEY SURGERY NEWSLETTER

(supported by the Patient Participation Group (PPG))

September 2017 EDITION

New Staff

During the summer we have welcomed three new members of staff to the Reception team: Lorna Nuttall, Karen Truckle and Nicky Tichbourne. This month Kirsty Gibb has also joined the Reception team.

Louise Luke and Rebecca Small, two of our current receptionists, will be moving across to work with our Administration team.

Staff Leaving

We are sad to announce that Louise Cook, our Nurse Manager, will be leaving at the end of September. Louise has decided that the time is right to take on a fresh challenge and we wish her well in her new job.

Flu Clinics

Adult Clinic

(Patients aged 65 and over, patients aged 18-65 with chronic disease such as heart, liver, kidney or lung conditions, diabetes, immunosuppression, registered carer, high BMI ie over 40)

Saturday 7th October at St Lukes Surgery
8:30am to 11:00am

No appointment necessary

Children's Clinic

(For all children aged 2 and 3 years and those under 18 with chronic disease as above)

Saturday 14th October at St Lukes Surgery
8:30am to 10:30am

No appointment necessary

If you are unable to attend these clinics there will be further clinics available on week days and these dates will be released after 7th October. In the meantime, if you have an appointment with a GP, nurse or Healthcare Assistant, please ask for the flu jab as well.

If you are unsure whether you are eligible for a flu jab, please ask at Reception.

Surgery Appointments not Attended

The total number of appointments not attended for the month of **AUGUST** was

234 = 39 hours

This figure is broken down as follows:

Routine GP appointments = 59

Duty GP appointments/Same Day = 11

Advanced Nurse Practitioner/Same Day = 18

Practice Nurses = 98

Healthcare Assistants/Phlebotomy = 48

To enable us to give you the best care and free up appointments for those who do need them, please cancel your appointment if it's no longer required. You can do this by calling the Surgery on 01489 783422 and pressing Option 1

eConsult

Last month 57 patients shared their feedback about using the eConsult service at St Lukes & Botley Surgery. Following is a summary of their responses:

Were your patients satisfied with eConsult?

77%

Patients who would recommend the eConsult service to family and friends

75%

Patients who said their issue was completely resolved seven days after using the service

72%

Patients who did NOT have to contact the GP practice or any other health service for the same problem in the week after eConsult

63%

Patients who said they were contacted by the stated response time

86%

If you would like to arrange a consultation online, please visit our website
www.stlukesandbotleysurgery.co.uk

Please note this service is available for patients over 18 years only

Electronic Prescription Service

In the next few weeks we will be moving all patients over to the electronic prescription service (EPS), as it will soon become a mandatory requirement. EPS makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice. This means you'll no longer have to collect a paper repeat prescription from your GP practice - instead, you can go straight to the nominated pharmacy or dispensing appliance contractor to pick up your medicines or medical appliances.

PLEASE INFORM US OF YOUR PREFERRED PHARMACY EITHER VERBALLY OR IN WRITING BY COMPLETING A FORM IN RECEPTION

For more information:

- <http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Documents/eps-patient-information-sheet.pdf>
- Or watch the video on: <https://www.youtube.com/watch?v=qaPJJEx5hjU>

Please note:

1. This does not change the way you order your repeat prescriptions.
2. Please allow 3 working days for the practice to issue against your prescription order and also additional necessary time for the pharmacy to dispense it.
3. Controlled Drugs (CDs) will still be furnished on paper based prescriptions.

Do you need a format other than standard print? Do you have any special communication requirements? Please let our reception staff know.

DO WE HAVE YOUR CORRECT CONTACT NUMBERS? Please make sure you update the surgery.

WeightWatchers

WeightWatchers now have a Hampshire specific page for residents to find out more information about the Tier 2 weight management programme and local success stories before starting. They are working together with Hampshire County Council and inviting residents of Hampshire to join FREE for 3 months.

In order to qualify for this FREE programme, you need to be over 18 years of age, have a Body Mass Index (BMI) of 30 or above and be a resident of Hampshire County Council. Further information can be found on <https://www.weightwatchers.com/uk/hampshire> or by calling 0345 602 706 quoting WWRS095.

Patient Satisfaction Survey

West Hampshire CCG is carrying out its annual review of patient satisfaction with healthcare providers in west Hampshire. We want to hear about when you or your family last used services at our hospitals in Winchester, Andover and Southampton, Bournemouth, Salisbury or Portsmouth, or the health care provided in the community, such as physiotherapy or community nurses. Please help us by completing the following survey: www.smartsurvey.co.uk/s/WHCCGproviders/

St Lukes & Botley Patient Participation Group (PPG)

The PPG is open to all patients registered at the practice and all practice staff. To join, please complete an application form which can be found in the waiting room at each surgery under the PPG noticeboards, or on the practice website, where further information about the PPG can be found.