

The Elsenham Surgery Newsletter

June / July 2017

By Karen Greaves Practice Manager

News From The Patient Participation Group – (PPG)

Review of the PPG meeting 25th May 2017

- Discussion regarding the continued success of the Depression Friendship Group with the fantastic support of the PPG.
- Final arrangements for the Patient Satisfaction Survey for June 2017.
- Reflection on the cyber-attacks and the impact it had on the surgery. Learning outcomes and improvements made to our systems etc. With particular focus on how we will keep patients informed in future without access to our computer system.



Patient Satisfaction Questionnaire 2017.

We are currently running our Patient Satisfaction Survey. The ways you can take part are:

Via our website:

www.elsenhamsurgery.nhs.uk From the home page there is a link on the right hand side.

The entire questionnaire can be completed online – there is no need to print it off etc. The results are automatically collated and are completely anonymous.

Or :

Hard copy questionnaires are available from reception at the surgery.

What happens to the results?

The results are discussed with the Partners and the PPG and they form the basis of our improvement action plan. The action plan is written, usually with a view to making changes and improvements over the coming year.

Should we decide to embark on a larger project then the action plan duration will be extended to accommodate it.

The action plan and the results will be published on our website in due course.

At the time of writing we have received over 100 scripts which is a 20% improvement on our last survey. Thank you to everyone who has taken part and thank you too for your kind comments or constructive criticism. If you haven't already taken part there is still plenty of time!

Depression Support Group

We are delighted to see that the group continues to grow and at the moment we gain at least one new member at each meeting.

To date we have 12 members and another 2 people have expressed an interest.

What to expect if you are thinking about coming along....

Firstly - A warm welcome! It was decided at one of the first meetings that the format for the group would remain informal and relaxed and this does seem to be working very well. Please don't be surprised or disappointed if your turn up and we are all just standing around drinking coffee- that's what we do! This enables members to chat to each other either one to one or in small groups. The group meets at the Surgery but you do not have to be a patient of the surgery to join. **Please note:** The group is entirely **non-clinical** and it isn't an alternative to clinical treatment or a counseling service. It is just simply a friendship support group.

If you would like to find out more about the group please contact me - Karen Greaves
01279 818006

Meeting times 10:00am – 12:00noon Drop-In

Dates for the next few meetings:

24th June 2017 – At the Surgery

22nd July 2017 – At the Surgery

No August Meeting

30th September 2017 – At The Surgery

21st October 2017 – At the Surgery

Patient Access

- What is Patient Access ???:

Patient access is an online service that enables patients to do the following:

BOOK **Appointments**

ORDER **Repeat prescriptions**

VIEW **Medical Record Viewer**

VIEW **Personal Health Record**

Access to this online service can be tailored to suit you. You can choose to either Google Patient Access in your web browser – Just type in Patient Access and follow the links to the Login screens or via an App on your smart phone or tablet. It couldn't be easier.

PLEASE NOTE: For security reasons you will need a code to register for the patient access service. Codes are unique to each user and are available from reception. You will be required to show photo ID (Passport – Driving Licence etc) and the receptionist can print your code straight away. Once you have registered, you will be able to have access to the above 24/7. Please ask at reception or visit our website for more details.

Weekend and Evening Appointments:

Patient Notice: If you find it inconvenient to see a Doctor or Nurse during regular office hours, please be aware there are many weekend and evening appointments available at the Saffron Walden and Dunmow Hub Centres.

The results so far from the Patient Satisfaction Survey show that 84% of the 112 people surveyed have not used the HUB and 23% said that their experience of the next available appointment with a Doctor was poor. In all cases – nobody in the 23% category had used the HUB.

If you would like to book an appointment or find out more about this service then please contact our reception staff.

Please be aware – This Service is for pre-booked appointments ONLY. Please do not try and “drop-in”, it’s a long way to go and you will not be seen. If you need to see a Doctor urgently when the surgery is closed and you haven’t made a Hub appointment then call 111 for the Out Of Hours Doctor Service or 999 for an emergency ambulance.

The Sun has got his hat on.....



**The Sun is out,,,,,
Please see the NHS
Choices website for
the latest NHS
advice for Summer
Health Safety.**

<http://www.nhs.uk/LiveWell/Summerhealth/Pages/Summerhealthhome.aspx>

Website: www.elsenhamsurgery.nhs.uk

Points of interest on our website
www.elsenhamsurgery.nhs.uk

- News Section Tab
- Vacancies Tab
- Mobile Phone Registration Details
- Slideshow
- Patient Participation Group Page
- Patient Satisfaction Questionnaire
- Shutdown Dates
- Newsletter Subscription Registration Details

Dispensary =PLEASE HELP US TO HELP YOU

Dispensary has asked if patients could be aware of the following when ordering their repeat prescriptions. This will not only help them reach their 48 working hour turnaround target but could save the NHS money too.

- Many patients who are coming to see a Doctor are still dropping off their repeat request slips in the red box as they enter the building. If we could kindly ask you to wait until you have seen the Doctor and then if the Doctor hasn't made any medication changes please drop off your request as you leave. This simple change would stop us processing repeat requests that have just become obsolete, saving time and money too.
- Please check your current stocks, including best before dates, before you order. Do you need everything on your repeat request every time?
- Please remember to collect your order. We have a coded bagging system and can tell at a glance if medication has been sitting on the collection shelves for over a month. It is not uncommon to receive another request for more medication before the previous bag has been collected!
- When submitting your request, please avoid hand written scraps of paper or the surgery request slips. We kindly ask that these are used only as last resorts because they can be hard to read, frequently do not have enough patient identifiable information and can get lost. Instead, please help us by using your personalised request slip which is printed on the right hand side of your prescription. These requests are much easier to process because they are unique to each patient and are legible, concise and the drugs are listed in alphabetical order, which aids quicker processing. Just put a tick in the box against the drug you require and leave the other items blank. Please make sure you submit all the pages for the drugs you require not just the top one.
- Finally the quickest and by far the easiest option for Dispensary and for patients is **Patient Access** (SEE ABOVE) .This is a fast, paperless system that sends your request straight into the electronic dispensing queue and updates your record all in one. Please ask at reception for an access code or visit our website for more details.

If you have any questions about the above please do not hesitate to contact our Dispensary team who will be happy to help you.

**Elsenham Surgery
Station Road
Elsenham
Bishops Stratford
Herts
CM22 6LA**

Contact Reception on:

Telephone: 01279 814730

Fax: 01279 647342

Email: weccg.elsenhamsurgery@nhs.net

Contact Dispensary:

Repeat Prescriptions – Via Patient Access – (ask Reception for details)

Telephone: 01279 818000 (after 2:00pm)

Fax: 01279 647342

**Karen Greaves -Practice Manager
(Including Complaints and Praise)**

Telephone: 01279 818006

Fax: 01279 647342

Email: kgreaves1@nhs.net

Website:

www.elsenhamsurgery.nhs.uk