



Tadley Medical Partnership Spring Newsletter



People News

We are very sad to tell you that **Dr Prince** will be leaving us towards the end of April. She is moving to a practice nearer to her home which will be much easier for her. She has made a valuable contribution to the Practice since she has been with us and we know her patients will miss her as much as we shall. We wish her all the very best in her new Practice.

Her patients have been allocated a new GP and will receive a letter advising them who this will be.

We are also losing our lovely Amie - Assistant Co-ordination Manager at Morland Surgery. She has been with us for many years and is now taking on a new role at North Hampshire Hospital.

New additions to the Reception Team are Vanessa, Heather and Lilian who have managed to keep smiling whilst learning their new role. Welcome.

PPG (Patient Participation Group) Survey

This was carried out at the end of last year and the results have now been analysed and are available. The Practice is very grateful for all their hard work in putting this together. The PPG will be issuing their own newsletter which will be published in May.

Difficulty in getting routine appointments

The Practice is very aware of this problem and is constantly reviewing the appointment system to try to satisfy both urgent and routine needs. The provision of more urgent appointments has led to an explosive demand for such appointments. This has meant that 2 or sometimes 3 doctors are covering the Duty Doctor role and dealing with urgent requests. As a consequence, their routine appointments for that day are no longer available and the wait for their patients to see them for non-urgent matters increases. The average waiting time for a routine appointment is in the region of 3 weeks.

We are trying to use our appointments and Duty Doctors as carefully as possible so that their time and yours is used wisely. Our Reception and Secretarial staff may ask you for brief details of your condition or reason for speaking to a doctor in order to signpost you to the most appropriate professional who can help. If you prefer not to give any information they will

need to provide you with the maximum length appointment or perhaps immediate attention which you may not need and may waste resources

To help us manage our appointments effectively we ask that you do not ask for an appointment or phone call from your doctor for the following issues:

- Prescription queries – these can be dealt with by Dispensary
- Sickness Certificates – the Secretaries' office will help you with these after 10am
- Queries about hospital appointments - you should contact North Hampshire Hospital Appointments line on 01256 313131
- Results – please contact Reception after 2pm

For all non-urgent issues including routine appointments please telephone the surgery after 10 am – you will usually get through to somebody more quickly and you will be leaving the lines open for patients who have urgent medical problems.



Accessing the Duty Doctor Triage Service

If you become unwell and need to see a doctor the same day our reception team will offer you a duty doctor telephone call.

This is a telephone appointment with one of the duty doctors who can assess your case, otherwise known as triage, and discuss your concerns. We can make up to 150 Duty Doctor Triage phone calls in a day so please be patient with us. We do our best to get back to you in a timely manner but please let reception know if you feel your case is very urgent and we will call you as soon as we can. We phone everyone on the triage list no matter how late in the day.

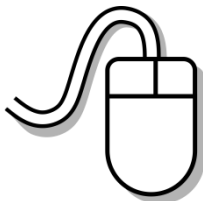
If you think you need to speak to or see a doctor on the same day please ring the surgery the same morning. We have found it is quicker and more efficient if you ring us in the morning as we will be able to return your call in a timely manner and there are often more morning appointment times that we can book. As you can imagine, appointments become difficult to find in the afternoon and we would ask that these are reserved for more urgent or emergency cases. However, we understand that people become unwell at all times of day.

If a Duty Doctor feels you need to be seen urgently we will then arrange for an on the day appointment. Our doctors are very experienced in phone triage

and they may feel that you would benefit from assessment the following day or later in the week with your own GP.

Home visits

We offer home visits to our most frail and housebound patients. If you feel you need home visit, please could you ring the surgery before 10am so we can plan our visits appropriately. A Home Visit will normally take place at lunchtime but this can vary according to clinical need.



Access appointments, prescriptions and medical records online

Did you know you can access your medical record online for the following purposes?

- Make and cancel appointments with a doctor and view and print any existing appointments
- Order repeat prescriptions, view and print out a list of repeat prescriptions
- View online, export or print summary information from your record, relating to medications, allergies, adverse reactions and coded data as agreed between you and the practice - problems, consultations and results*

This service is available to all patients aged 16 years and over. Just complete Online Access application form available from either surgery or via our website tadleymedical.co.uk and bring proof of ID e.g. Driving Licence, Bus Pass, or utility bill (picture ID is preferred). You will then be given your log in details and written instructions how to register online.

*If you have already registered for online services and wish to have enhanced access you will need to make a separate application to register

Register for Text Message reminders

If you provide us with your current mobile phone number we will send reminders about forthcoming appointments which you can cancel by text message if necessary. Remember to let us know if any of your contact details change including email addresses. We would hate to lose touch

Electronic Prescribing Service – a new way to get your medicines

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

We can send your prescription electronically to the pharmacy you choose so you don't need to come into the surgery to pick up your paper prescription.

The service is suitable for all patients who have stable conditions and collect their medicines from the same place most of the time.

Speak to dispensary or any pharmacy to arrange this for you. You do not need a computer to use this service.

Easter Opening Hours

Both Holmwood Health Centre and Morland Surgery will be closed on Good Friday 14th April and Easter Monday 17th April.

If you need medical help when we are closed call 111 or for **life threatening emergencies dial 999**

(The Holmwood and Morland Pharmacies will also be closed on Good Friday and Easter Monday but Holmwood Pharmacy will be open as normal on Saturday 9.00 – 16.30.)

The doctors and staff wish you all a very happy Easter and offer a piece of seasonal dietary advice -

Just because an Easter Egg is hollow it does not mean it has no calories and chocolate oranges do not count towards your "five a day".

