

PARK VIEW GROUP PRACTICE

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EXTENSION

We have been utilising our new extension for 6 months now. While there were a few teething problems, we feel this has helped immensely, both with space and enabling us to employ more Doctors which in turn means more appointments. We hope you have noticed the availability of appointments in recent months. As always, please feel free to give us any input, be it positive or negative with regards to the way the surgery operates.



INFLUENZA

It is the last few weeks to get your flu vaccination!!

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.



You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Front-line health and social care workers are also eligible to receive the flu vaccine. It is your employer's responsibility to arrange and pay for this vaccine.

This year All children aged 2 and 3 can have the nasal flu vaccination here at the surgery. **If you child's D.O.B is on or after 1 Sept 2013 and on or before 31st Aug 2015**, please ask at reception to book an appointment.

STAFF NEWS

Dr.Shrestha is now a permanent member of the team. She joined us as a salaried GP on 1st December 2017.

We also have a new member of the admin team, Jenny. She will be assisting in all aspects of administration, including the secretarial aspects.

Jade, our receptionist, will be returning from maternity leave this January.

Kevin and Lacey, our receptionists, have both qualified as Phlebotomist's and will be running regular blood clinics each week.

We have a locum Doctor who will be joining us permanently, some of you may have already met Dr.Watson.



PATIENT ACCESS

13%

Save Time—Do it Online!!!

GP online service gives patients the option to book appointments, request repeat prescriptions and view their GP records, using their computer, tablet or smartphone rather than having to phone or visit the practice.

Online services complement the existing ways patients can access their appointments, prescriptions and their records.

Our practice already has the facility to offer online access to records for our patients.

Currently, we have 13% of our patients using this service.

We offer 90% of our GP appointments online.

APPOINTMENT ATTENDANCE

We are still having an unacceptable amount of patients not attending their appointments.

During the months of Aug, Sept, Oct, and Nov this cost the practice **£9,080**

It is practice policy that if a patient fails to attend 3 or more appointments within a 6 month period, we may ask you to find another GP and

remove you from our practice list.

If for any reason, you cannot attend your appointment, we would appreciate it, if you could contact the surgery at your earliest convenience.

There are several ways to cancel an appointment: either phone the surgery, reply to the text reminder that gets sent to you (if we have your correct mobile

number) or via Patient Access

CAN'T MAKE IT?
DON'T NEED IT?
CANCEL IT!

ELECTRONIC PRESCRIPTION SERVICE

This practice has an Electronic Prescription Service (EPS)



What does this mean for you?

If you collect your repeat prescriptions from your GP, you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the pharmacy you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You **may** not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

COMMUNICATION

Our surgery has its own Facebook page, if you have Facebook why not give our page a "like." We try to post daily, with health tips and general health information. If there are any subjects you feel we should cover, please do not hesitate to contact us and let us know. We tend to find that Facebook is the easiest way to let patients know if we are having any problems here at the surgery, i.e. Problems with phone lines, etc.

@parkviewgp

We also have a surgery website, that holds all information about the surgery. Come and visit us at

www.parkviewgrouppractice.co.uk



REFURBISHMENT

We are constantly striving to improve the building here at Park View Group Practice.

We have been given a date for the refurbishment of our reception desk. This will hopefully be happening the weekend of 10th February.

We are hoping for as little disruption as possible but, please bear with us.



NHS

Knitting Group



If you or anyone you know, male, female or non-binary who can knit then why not join us. The purpose of the group is to make Twiddlemuffs which will be given to our dementia patients. You will need to bring your own wool and needles. If you are interested in this group, please let us know. We have tried this group before but quickly realised that the day and time it was held didn't suit many people. We are asking for input from all you local knitters as to when would be a suitable day and time to hold this group. If you are interested, please contact us via email at docman.p88018@nhs.net or let a member of staff know.



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We are committed to giving all our patients the best possible service.

This will be achieved by working together. Help us to help you.

Patients have the right to be greeted in a welcoming manner in all circumstances and have the right to be treated with courtesy and dignity irrespective of their race, colour or ethnic origin.

Staff whom you meet face to face will wear a name badge so that you know who they are and what they do.

Patients will normally be seen within 20 minutes of their appointment time. When there is likely to be a delay, patients have the right to be informed.

The practice will offer advice and seek to inform patients how they can promote good health and avoid illness.