

CORFTON ROAD SURGERY WINTER NEWS BULLETIN JAN-MARCH 2015



Electronic Prescribing

We are now able to offer electronic prescribing to all our patients. This means we can send your prescription electronically directly to a pharmacy you have nominated. It means there is no need to collect a paper prescription. This is particularly useful for patients who have regular repeat medication and who use the same pharmacy. If you would like to use this service tell the surgery who you would like your nominated pharmacy to be or tell your pharmacy and they can arrange it for you.

This service may not be suitable for you if you don't get prescriptions very often and go to different pharmacies to collect your medication. Paper prescriptions can still be issued if you prefer.

GP Trainee

Corfton Road Surgery is a training practice, which means we train doctors to become GPs in their final year. Dr Huda Salmasi, who was our GP registrar last year, has now completed her training and left, but she comes back from time to time as a locum, when one of the regular doctors is away. Our current GP registrar is Dr William Wong. He may be sitting in on consultations with the GPs or nurse or a doctor may sit in with him during one of his consultations. You will be asked for your consent beforehand. If you are not comfortable with this, it is not a problem and you merely have to say.

Staff Changes

The past 6 months has seen some changes with our reception staff. We welcomed Adelina and Damesh to our team less than 6 months ago. They have been predominantly covering the afternoon sessions. Damesh will now be moving from his role as receptionist to a new role as a business support administrator to help with various IT and management support duties. We are happy that Vera starts officially as a receptionist from 1st March taking over Damesh's reception shifts. Vera is well known to us already as she has been helping us with scanning up until now and comes with experience as a receptionist with the Citizens Advice Bureau.

On-Line Access

Patients are now able to not just book appointments on-line via the website, but also request repeat prescriptions, see a summary of their records and access their latest test results. You can, however, still continue to e-mail repeat prescription requests if you prefer.

Please see reception to get a username and password for access.

Friends and Family Test

The Department of Health would like us to ask all our patients every time they visit the surgery this question: "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?" The response options are: extremely likely, likely, neither likely nor unlikely, unlikely, extremely unlikely or don't know. This question is followed by another which allows you to write a comment in your own words. The same question is asked throughout the NHS in England. We have to submit figures to NHS England at the end of every month, so we would be extremely grateful if you would either fill out the very short questionnaire before leaving and put the answers in the box in the waiting room or go on-line and follow the instructions on the cards handed to you from the doctor or receptionist.

CQC

We are expecting a visit from The Care Quality Commission very soon. They will give us 2 weeks' notice and spend the day here. They are particularly keen to speak to patients and staff about their experience of the surgery. They will speak to patients who happen to be here opportunistically, but will probably also like to speak to some representatives of the Patient Group. When we know the date they are coming, I will contact the Group to see if anybody would be willing to meet and talk to them. They will be implementing a new rating system to ensure our practice is safe, caring, well run and responsive.

Feedback We would always welcome any feedback you may have of our service to you. This can either be done anonymously via "The Family Friend and Family Test" or via e-mail corftonroad.surgery@nhs.net