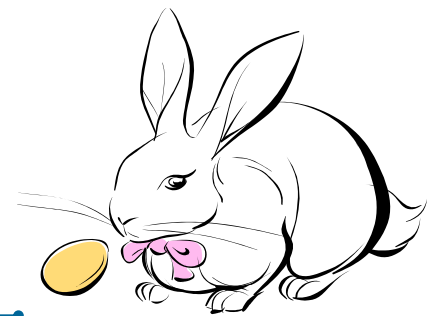




MERRIDALE MEDICAL CENTRE NEWSLETTER

SPRING 2015



NEW TELEPHONE NUMBER

We are pleased to inform patients that our 0844 telephone number has now been replaced (as of 3rd March) with **our new landline number of 0116 216 6996.**

Some further improvements are also being made to our telephone system later this month which should make it easier for patients to be able to get through to reception staff to book an appointment. If any patients wish to have more details about these changes please let the reception staff know. The changes should also help to reduce queuing times at the front desk and over the telephone

Welcome



CHANGES TO OUR CLINICAL TEAM

Regrettably two of our locum GPs; Dr Grera & Dr Kadlecikova left last month and we have also had to say a fond farewell to Dr Walsh (also a locum GP). We are pleased to welcome Dr Adam Griffiths to the Practice as a salaried GP and are also delighted that Dr Alizadeh will be back with us from 5th May.

PATIENT ONLINE

From 1st April patients will be able to request online access to their Summary Care Record (i.e. allergies, sensitivities and current medication). Further information will be available (in main reception and on our website) from April about this

CHANGES TO OUR PRESCRIPTION SERVICE

We have now introduced:

A 'prescriptions' direct line number of 0116 216 9636 AND

A separate 'prescriptions' desk at main reception

These prescription services will be available: From 11am-4.30pm Monday –Friday ONLY (excluding bank holidays)

For patients who have any queries about prescriptions or medication or simply wish to order or collect a prescription

Anyone with a prescription related query will need to either call in or ring the prescriptions direct line number between 11am-4.30pm please rather than ringing the main telephone number as the role of the reception team is to deal with appointment requests. Please respect this –thank you.

Our turnaround time for dealing with repeat prescriptions has also been reduced. Repeat prescriptions will now be ready for collection from 11am (instead of from 5pm i.e. 6 hours earlier than previously) two working days after the request is received by us (unless there is a query in which case the prescriptions staff will be in contact).

This means that if a repeat prescription is ordered before 5pm * it will be ready as follows:

Request before 5pm* on	Will be ready from 11am on
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

**Requests received after 5pm will be treated as received the following day*

***Please allow one extra working day for us to process repeat requests around bank holiday times such as Easter.*

To enable us to offer the direct line for prescriptions; a dedicated prescriptions reception point and provide a faster processing time we have had to limit the times during which prescriptions can be collected from main reception.

Our revised times for collection of prescriptions from the Practice are now:

Between 11am-4.30pm Mon-Fri

Between 9am-12noon on Saturday mornings

At all other times prescriptions are locked away and cannot be accessed by reception staff so please be mindful of this.

Patients with access to the Internet are encouraged to register to use our online services which include the facility to order repeat prescriptions & cancel and book certain appointments via our website. It is easy to register to use this option -simply call into reception with photographic ID and proof of address and a unique user ID and password will be issued. The online repeat prescription service is simple and quick to use.

Patients may also wish to consider nominating one of their local pharmacies so that once a prescription has been requested by the patient the prescription can then be sent electronically to the relevant pharmacy.

More information about these options are available from our prescriptions team on 0116 216 9636 or please ask at main reception.

FRIENDS AND FAMILY TEST (FFT)

All of our patients are encouraged to participate in the FFT which is a NHS initiative which has been introduced to ask one simple question across various NHS organisations.

The FFT question is: "How likely are you to recommend our service to friends and family if they needed similar care or treatment?" If

so, why?

Anyone wishing to take part can access the FFT on our website and submit a response online. Alternatively please feel free to complete a FFT blue and white card which is available in the reception area. Responses are submitted by the Practice monthly to NHS England who then publicise a summary of responses.

MESSAGE FROM PPG CHAIR

The Patient Participation Group (PPG) was established a number of years ago and aims to represent all patients at the practice by providing feedback and helping the practice improve services. The PPG are mindful that we don't currently have a member aged 30 years or under on our group and we would like to address this. As a result, some patients who are aged between 18-30 are being contacted by the practice (via SMS text message) to invite them to join the PPG. Alternatively, if you are under 30 and would like more details in relation to the work of the PPG and how to apply to become a member then please email the PPG secretary Vin Davda at v.davda@btinternet.com.

COMMENT CARDS

Thank you to the patients who have taken the time to provide comments, suggestions and ideas over the last few months since these cards were introduced. They are proving really useful in helping us to gather patients' views. All feedback is reviewed by the Reception Manager/Practice Manager.

Cards can be completed anonymously or patients can leave their contact details if they wish to be contacted about their comments. Recently we have had some recurring themes mentioned including the problems encountered by some car park users if others park inconsiderately. Some patients have also requested that a drinks machine or water dispenser be provided within the reception areas. These requests are now being considered so watch this space and please continue to provide feedback as this is genuinely welcomed

SPRING EVENT and COMPETITION TIME

In the spring time we will be holding an event with the help of the PPG to:

- Promote our prescriptions service
- Create an opportunity for patients to engage with PPG members and provide feedback about the Practice and ideas about future events

We are keen to have a 'fun sounding name' to help to promote event this in advance.

Ideas as to what this event should be called are therefore welcomed from patients (via e-mail please to the PPG secretary Vin Davda : v.davda@btinternet.com) CLOSING 30.4.15

The name will need to relate in some way to the 'prescriptions theme' and the winning entry will be decided by the PPG. A £10 gift voucher will be given to the winner of this competition. Refreshments will be available at this event which may be held in the grass area beside the building (weather permitting)

EASTER

We will be **closed** over the Easter holiday period on Friday 3rd April and Monday 6th April and will re-open at 8am on Tuesday 7th April

NB On Saturday 4th April we will be open from 9am -12noon for PRE-BOOKED appointments and collection of repeat prescriptions only

We wish everyone an enjoyable Easter

Next Newsletter - June 2015

This newsletter is available in other formats— please ask at reception

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