April-June 2015

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**Greenside Surgery Website**

<http://www.greensidegpsurgery.co.uk/>

**PATIENT ONLINE SERVICES**

This practice currently offers patients’ facilities to:

Book, View, Cancel and print appointments online.

Plus view online and print any sensitivities, allergies, adverse reactions and list all your repeat prescriptions or medicines

**Updating Patient records.**

We are in the process of updating your records, please be aware we may ask you a couple of questions. If you update your Mobile/landline please advise our receptionist

**Electronic prescription Service**

This is the electronic transfer of patients prescriptions to a nominated pharmacy via

SytmOne, If you would like to use this service, please contact your local pharmacy and ask them to arrange it for you.

**Repeat Prescriptions**

**Repeat Prescription will now take 48hrs to process**

We are trying to reduce the repeat prescription requests over the telephone. It will be very helpful if you could use another way.

**On line Prescriptions**

**Drop it in at the surgery 8am-6pm**

**Post**

This is due to the fact that it is getting increasingly difficult for patients to get through and speak to a Dr or Nurse if they are ill.

**Telephone Recording**

All calls are now recorded for Training purposes and for the safety of patients and staff.

**Appointments and Open Access and DNA’s**

If you need to see a Dr for a Medication Review or a routine follow up, please make an appointment, Open Access is for Acute problems.

We are having an increasing amount of DNA appointments with both Gp’s and Nurses. This is having an effect on what appointments we can offer. **PLEASE** if you cannot attend contact the surgery to cancel.

**Thursday-Education & training days**

**Closed from 12 noon**

Thursday 23rd April

Thursday 14th May

Thursday 18th June

**Bank Holiday Closure Days**

Good Friday 3rd April

Easter Monday 6th April

May Day Monday 4th May

Spring Bank Monday 25th May

**Patient Participation Group**

Our meetings are Quarterly and the next one is Thursday 23rd April 2015 at 5.30pm-6.30pm.

All new members are welcome. If you would like to join or ask any advice from our members, please ask at reception or email;

[Greensidesurgery.participation@gp-c87020.nhs.uk](mailto:Greensidesurgery.participation@gp-c87020.nhs.uk)

**NHS FRIENDS AND FAMILY TEST**

Our practice will be running a patient survey. This will enable patients to provide feedback on their experiences at this surgery. It will be a simple survey with a standard question and a follow on question.

**Comments from FFT survey**

We have had a lot of comments, mainly positive

Eg: Excellent Service

Caring Doctors

Welcoming, efficient

Open Access- always available

We have had some negative comments,

Eg: Lack of appointments

Waiting Times.

These we hope to overcome when we have a quality Gp joining us in August and our new practice nurse from March. So please bear with us for the time being.

**Medicines Waste**

Wasted or unused medicine is a serious and growing problem within the NHS that you can help tackle. Unused prescription medicines cost the NHS in the UK an estimated £300million every year. This could pay for ...

11,778 MORE community nurses or

80,906 MORE hip replacements or

19,799 MORE drug treatment courses for breast cancer or

300,000 MORE drug treatment courses for Alzheimer's or

312,175 MORE cataract operations

**Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else.**

Only order the medicines that you need

Please let your GP or Pharmacist know if you’ve stopped taking any of your medicines

Check what medicines you still have at home before re-ordering

Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need

**If you don’t need the medicine please don’t order it !**