

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



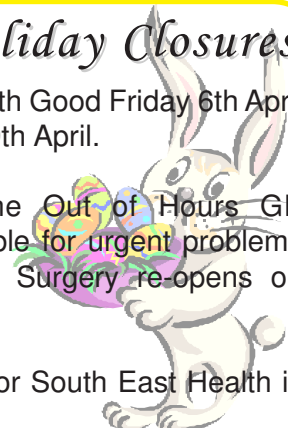
April 2012

Easter Bank Holiday Closures

We will be closed on both Good Friday 6th April and Easter Monday 9th April.

South East Health (the Out of Hours GP Service) will be available for urgent problems that cannot wait until the Surgery re-opens on Tuesday 10th April.

The telephone number for South East Health is 0300 0 24 24 24.



Patient Participation Report and Practice Survey Results 2012

When visiting the Surgery in February you may have been asked to complete this year's Practice Patient Survey. The surveys were handed out by a member of the Practice Patient Forum, otherwise known as a Patient Participation Group.

The Patient Participation Annual Report and Survey Results are available to view on-line at www.arlingtonroadsurgery.nhs.uk. Please ask a receptionist if you would like a paper copy.

Prescriptions - Some things to remember...

Please hand in your prescription requests in plenty of time before the Easter Bank Holiday Weekend.

If you are requesting a prescription early because you are going on holiday, please state how long you are going for and whether or not you are going abroad... this may sound nose-y but these factors do affect how we issue your prescription!

Please mark the items you require on your prescription request with a 'TICK'. The use of a 'cross' causes ambiguity as we are not sure whether you are wanting the items you have marked or whether you are telling us those are the items that you do not require this time!

FY2 Doctors

Dr Seetal Shah and Dr Mihir Joshi finish their four months of training with us at the beginning of April we wish them well as they continue their hospital training. Dr Ian Densham will then join us for the following four months.

InterCare IC+

MEDICAL AID FOR AFRICA



You may re-call that in our February Newsletter we mentioned that we are no longer able to collect unwanted medication here at the Surgery. This advice has now changed and we are once again able to accept unused prescription medicines. Please see the list posted in our waiting area of medicines that are of use to Inter Care who supply medical aid to Africa.

All medicines should be in complete 'strips' and still in the manufacturer's box and in order to comply with the WHO guidelines on drugs donations all items, both medicines and non drugs (instruments/bandages etc), must have at least 15 months to their expiry date.

Appointments - a couple of things...

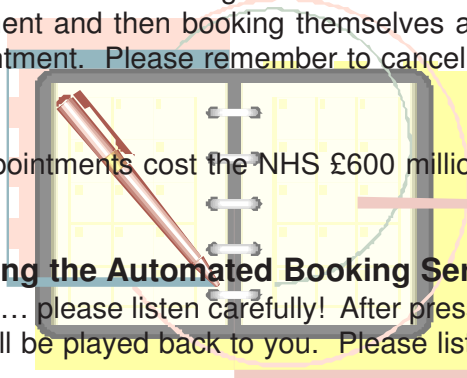
Missed Appointments

The number of missed appointments are still high with both the Nurses and Doctors. Often patients are pre-booking an appointment and then booking themselves an appointment on the day but not cancelling the pre-booked appointment. Please remember to cancel your appointment if you no longer need it.

Did you know that missed appointments cost the NHS £600 million per year? That's enough to run two medium sized hospitals!

Using the Automated Booking Service

Sorry to mention this again but... please listen carefully! After pressing '0' to book an appointment the details of the appointment will be played back to you. Please listen carefully to the **date** as well as the day and time. Thank you.



Ordering Prescriptions via a Pharmacy



Do you have regular prescriptions delivered by your Pharmacy?

Some pharmacies offer to request your prescription from us each month and get it ready either for you to collect or for them to deliver to you.

Unfortunately, we have problems with some pharmacies who do this. They are supposed to check with you before they ask us to do the prescription to make sure that you need everything that they are requesting but many of them don't. Sometimes they ask for prescriptions for patients who have been admitted to hospital or even for people who have died. This results in over-ordering and a great waste of money. Even if you tell them that you don't need an item and don't collect it from them our computer record says that you have had that item.

We would ask that you don't use their automatic ordering system, but that you ask us or the pharmacy each month just for the items that you need. This will avoid the possibility of prescriptions being issued in your name that you don't need.

A message from the Senior Partner...

On behalf of all of us I would like to thank you for your letters of thanks and appreciation for the services that we provide. It is amazing how everyone feels better for a bit of praise or a 'Thank you' for what we have done. In the case of the doctors it is something that we would include in our annual appraisal when we have to present evidence of what we have done during the year. In the case of the nurses and all the office staff, such letters, cards etc brighten up the office and everybody's mood.

We realise that we also receive letters of complaint or moans about the service we provide. We take all such letters seriously and do our best to respond appropriately to them and correct our systems to avoid a repeat of the problem. No-one likes receiving complaints and we try hard not to cause them to be necessary but the 'Thank yous' help to counter the dismay we feel when we have given cause for complaint.

Dr Peter Williams



The Practice Website... please take a look at www.arlingtonroadsurgery.nhs.uk



Our Practice Website has recently been updated with several new pages that may be of interest to you. If you have never used our website before it's certainly worth a look. It now includes all the information that appears in our Practice Leaflet plus more, including the facility to order your repeat prescriptions online.

