

GLENLYN + GIGGS HILL Surgeries

EAST and WEST MOLESEY, EAST WALTON, THAMES DITTON, HINCHLEY WOOD and ESHER

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January 2016: 2 Surgeries Merge Into 1

Glenlyn and Giggs Hill will merge our patient lists in the New Year. Glenlyn Medical Centre will be the main site and Giggs Hill Surgery will be a branch site.

We will buck the trend of tough NHS economic pressures and national recruitment difficulties and achieve significant improvement range, quality and availability of services through merging.

Both Doctor and Nurse appointments will continue to be available at both sites. The same applies to many other services you are used to such as phlebotomy.

From January when you call for an appointment you will be free to choose which site you would like to attend. It does not matter which site you call. The phone numbers at both sites will remain functional for the foreseeable future.

There will be new services at both sites. Some services will be consolidated to one site to improve efficiency.

Website Services creates Speed

- Make appointments Registering for online access makes ordering your repeats easier and quicker for you.
- Order Medication Quickly
- Electronic Prescriptions
- Edit your details To enable online access, all you need to do is come into the surgery and provide us with an email address.

We will then print off a form for you to go online and activate your account.

There are simple online instructions to follow once you have activated your account to start ordering.

Giggs Hill patients will need a NEW online access REGISTRATION after 11th January 2016.

Please go to Reception.

Special points of interest:

- Avoid telephone queues.
- Avoid SLOW paper prescription requests.
- Register for online access at reception.
- **Giggs Hill patients need NEW online access REGISTRATIONS after 11th January 2016.**



Test Results by Text Message

- Notification of results received
- Drs comments
- Saves you ringing in for results
- You will also receive appointment reminders and the option to cancel if you can't attend.
- You may also receive Flu Vaccine reminders if relevant to you.

Make sure we have your up-to-date mobile phone number.

Please note:

You may receive more than one notification.

This is not because a mistake has been made.

Your blood samples are separated and sent to different laboratories.

Results from different laboratories may arrive on different days.

They may seem to contradict each other if one is normal and another is not.

Flu Jabs

The nurse can also check if you are eligible for the following jabs:

- Flu
- Shingles
- Pneumonia

There has been a low uptake nationally this season.

The fewer people in the community that have the jab, the higher the risk of an outbreak.

If you have had an invitation for a flu jab then please make an appointment.

The nurse can also check if you are eligible for the following jabs:

- Shingles
- Pneumonia

Please let us know if you have had the Flu jab elsewhere.

Free NHS Health Checks

We are offering free NHS Health Checks.

You may receive an invitation and you can also call us if you are eligible.

Eligibility:

- 40-74yrs old
- No existing long-term vascular illness (e.g. Diabetes, Heart Disease)

Checks for:

- heart disease
- stroke
- kidney disease
- type 2 diabetes

Computer Disruption 8th–10th January 2016

Merging our IT systems is unfortunately going to cause some short term disruption.

On Friday 8th January 2016 our computer systems will be shut down at 13h00 for the whole weekend.

By Monday morning 11th January everything should be back to normal.

You will be able:

- to have an urgent appointment (but the Dr will not have your notes)

You will not be able:

- To make future appointments
- To get any results
- To access online appointments and prescriptions

We are sorry about this afternoon disruption.

In the long run this will provide access to a smoother service and a wider range of choices and services for all patients.



Patient Feedback

We are keen to engage patients and foster good two-way communication.

We have a group of patients that are forming a new combined Patient Participation Group.

We are keen that there is a diverse range of patient groups represented.

Please email friends.glenlyn@nhs.net if you are interested.

All our staff are very positive about providing the best possible service with the available resources. We are all keen to get the best out of the merger.

Patient feedback, both written and verbal has been steadily improving.

70% patients give 5stars

(Glenlyn Friends + Family Test November 2015)

We are very grateful for positive feedback.

We also actively encourage constructive negative feedback and have a robust process to use this to drive learning.

70% patients give

5 stars

So Just How Busy are GP surgeries really?

To date in 2015, on average, we have done the following EVERY WEEK:

Provided:

- 1112 GP appointments
- 298 Practice Nurse appointments
- 405 Phlebotomist and Health Care Assistant appointments
- 100 Home Visits
- 13 Minor Operations
- 7 Joint Injections
- 70 Visiting Consultant appointments

Processed:

- 783 repeat prescription requests
- 5002 prescription items
- 844 Laboratory Results
- 1203 Incoming letters about patients

Suffered:

- 103 DNAs (Did Not Attend)

Please cancel your appointment if can't make it.

Somebody else really needs it!

All our Clinicians and administration staff are working extremely hard to

Look after your health

Promote good health screening

Provide a safe and efficient service

Give you a very wide range of services

With a choice of times and venues