

LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future



SEPTEMBER 2022 OUR NEWSLETTER KEEPS YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING

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IF YOU WOULD LIKE TO CONTRIBUTE ANY COMMENTS OR FEEDBACK TO OUR PPG PLEASE EMAIL [SXIB-WSX.PPG.LOXWOODMEDICALPRACTICE@NHS.NET](mailto:sxib-wsx.ppg.loxwoodmedicalpractice@nhs.net)

PATIENT PARTICIPATION GROUP (PPG)

Loxwood Medical Practice Patient Participation Group is an important part of our service to patients and enables us to seek the views from patients on how the Practice is performing and how things could be improved.

Get involved with your practice If you would like to take part in patient surveys, receive patient newsletters by email or make any suggestions or comments for improved services please contact us by email sxib-wsx.ppg.loxwoodmedicalpractice@nhs.net

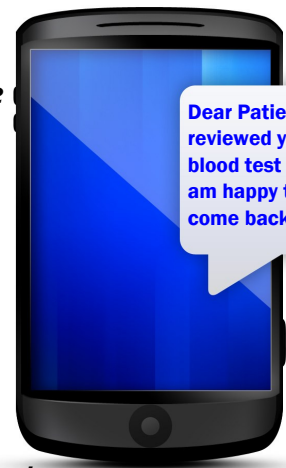


what do our patients say?

LOOKING AFTER YOU DIFFERENTLY

For some patients, especially those with long term chronic conditions, multiple trips to the doctors becomes a normal, routine part of life. For some it can be a struggle to travel to multiple appointments. To help support this group of patients our doctors and nurses are going to start to work slightly differently in how they manage and monitor certain health conditions.

We have been fortunate that over the last few years there has been an investment in IT within the NHS and we can now really see the benefits of this. In particular the use of software that allows us to send you a text message to your mobile phone, that stores the original message in your medical record so all staff can see what was sent, but that also allows you to respond directly back to the clinician if an immediate response is required by them.



Dear Patient, I have reviewed your recent blood test results and I am happy that they have come back as normal...

Please make sure we have your up to date mobile telephone number on your medical record.

For a certain group of patients this means, when you have blood test appointments, your height, weight, blood pressure and pulse rate will be taken at the same time. If the results return normal and you are stable on all medication you will receive a notification text of the results. This allows us to respond to you much quicker, giving reassurance that everything is normal. After some blood test appointments, you will be given an information card on what to expect once the results arrive back to us. Please remember that results arrive electronically back to us continually throughout the day and night even if we are closed. This does mean that you may see a result on either your NHS or Airmid App or SystmOnline account before the GP. Please do not call us if you see results prior to us contacting you. Your results may not have been reviewed by a clinician yet. If you do wish to discuss results you can submit an eConsult with your query and someone will get back to you, or call the surgery between 2.00-4.00pm when the phone lines are quieter. Alternatively for information about blood test results you can visit the NHS website which may help explain things, www.nhs.uk/conditions/blood-tests/types/



**The dispensary hatch is now open inside the surgery.
Please wear a mask when entering the building.**

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GP PATIENT SURVEY

GP NATIONAL SURVEY RESULTS

Thank you to every patient who took the time to complete the survey about our services it is really appreciated. You can see the outcome of the results and how our surgery compares to the national average via the link below.
<https://www.gp-patient.co.uk/patientexperiences?practicecode=H82031>

VACCINATION CAMPAIGNS

As we approach the busy winter season some of you will be invited to attend a vaccination appointment. Please respond to our invite, if you don't want a vaccination please tell us, so that your name can be taken off our list and your medical record updated for this year. This allows us to offer your appointment to someone else. We are just starting to send out invitations for shingles, seasonal flu and covid boosters. We have been asked to prioritise our vulnerable and at risk patients first and those over the age of 65 years. We will be vaccinating patients aged 50-64 years of age after 7th October.



Covid vaccinations will be given here in Loxwood this year and we hope that they can be given at the same time as the flu vaccine in a single appointment. We are reliant on stock deliveries which are out of our control and therefore cannot guarantee this.

This year our flu appointments are bookable online through various apps or your SystmOnline account.

NEW SERVICE

We welcome, Sally Milne who is a new Health & Wellbeing Coach based here at the surgery. You can be referred to her service by a GP or nurse if you are over 18 years of age and diagnosed with a long term health condition.

She will be able to offer support and advice, tailored to your individual needs. Sally has time to listen and to look at your food and diet, exercise, hydration and sleep patterns and you may be offered up to 6 x 1 hour free sessions.

She will find out what's important to you and help you to identify changes relevant to your own particular personal circumstances, helping you to take proactive steps to improve the way you manage your physical and mental health. Sally may also signpost and refer you to other relevant internal or external services as required.

#ZeroTolerance

Our NHS staff are here to help you, and not to suffer fear of violence, abuse or harassment.

You may be asked to leave if you act in a way that threatens our staff or other patients.



Our staff work very hard to provide you with the best standard of care that is achievable under NHS guidelines and whilst this service does not please or suit every patient all of the time, we have protocols in place that you can follow should you wish to make a comment, provide us with feedback or make a formal complaint should we not meet your expectations. We have a zero tolerance policy with regards to how our staff are treated which includes raised voices, inappropriate language or behaviour. We expect all patients to treat our staff with respect and allow them to work in an environment that does not cause them to be upset.

Get involved with your practice, join our PPG!



*Improve communications between medical staff and patients.
 A community forum for the discussion of local health issues.
 Help to raise funds to purchase equipment that may improve services offered to our patients.*