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## THE LODGE SURGERY

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# Winter 2013 Newsletter

## **New App!**

We are pleased to announce that our Online services are now available to patients as an app for iPhones, iPads and other Apple devices running the iOS operating system. The app is listed on the App Store and is free to download. To download the app, search for "SystemOnline" in the app store.

Patients can use their existing SystemOnline login details to access the online services offered by your organisation via the app.

A PDF guide explaining the necessary configuration in SystemOne and the differences between the SystemOnline app and website will be published shortly.

## **New Extra Telephone Number**

**01249 – 479809**

Lodge Surgery is pleased to announce that we have introduced a second telephone line! This geographical number can be used as an alternative to our usual 0844 number. The new number will not be part of our queuing system therefore if the line is busy you will hear the engaged tone and be required to redial in order to get through.

## **Annual Survey Results**

Thank you to everyone who recently took part in our Annual Survey. The results are now being collated and will shortly be published on our website:

[www.thelodgesurgery.co.uk](http://www.thelodgesurgery.co.uk)

## **Seasonal Flu Vaccines**

We are now taking bookings for the seasonal flu vaccine. If you normally have one of these please ask at reception for the clinic dates or check to see if you are eligible for one this year.

## **Care Coordinators**

Our patients will soon benefit from a newly appointed Care Coordinator. This new role is designed to support patients to continue to living well at home for longer and reduce unnecessary admissions into hospital. She will be a familiar point of contact for patients and carers, helping them access services from health, social care and the voluntary sector. The role will also focus on supporting patients to better manage long term conditions themselves. Also ensuring support is in place for when a patient is discharged from hospital so that they can feel comfortable and fully supported.

## **Care.data**

The Care.data service has been commissioned by NHS England to extract data from records into the Health & Social Care Information Centre (HSCIC). The intention is to make increased use of clinical information with the aim of improving health care. Patients have the right to object to the use of confidential data for these secondary uses. More information can be found in the leaflets and posters around the surgery and on our website. Please inform reception if you wish to refuse consent for this to happen.

When you have finished with this, please leave in the waiting room or give to a receptionist so that it can be re-used.