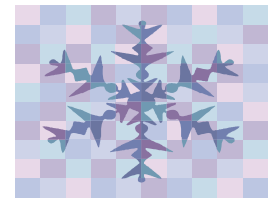


**Park Grove Surgery
Newsletter
Winter 2014**



Welcome

Welcome to the Patient Newsletter for Winter 2014. We hope you find these newsletters interesting and informative. If you have any suggestions we are more than happy to hear them. Please inform reception.

Flu Vaccinations



We have been offering out the flu vaccine since the back end of September and take up has been quite successful so far albeit a little slow. One quarter of our practice population qualify for a free flu jab but not all patients take advantage of this service.

If in the past you have had the vaccine and then developed flu it is probably because you came into contact with the bug just prior to your injection. The vaccine protects against 3 different strains of the virus. The Department of Health would like 75% of the eligible population to be vaccinated as this in turn will relieve pressure on hospitals during the winter months. We still have some supplies left and if you would like to book in or check your eligibility please ask at reception. Local pharmacies are giving out the vaccine for patients who do not qualify but there is a fee for this. For more information contact your local pharmacy.



On line services

Park Grove Surgery has offered on line services for a couple of years now where you can book appointments with a GP or Advanced Practitioner and also order your repeat prescriptions. From March 2015 GP surgeries must offer patients on line access to their summary care information. This includes allergies recorded in your medical records, repeat medications and also any acute medication you have had. This service is available to our patients **NOW** upon request. If you would like to register to use this service please inform reception. Please be aware that you may be asked to prove your identity by providing photographic identification before this information is released to you.

Patient Partner



Since July this year we have offered patients the opportunity to book, cancel and amend their appointments via the automated service 24 hours a day, 7 days a week. With registration to the service, repeat prescriptions can also be ordered in this manner. Our patient group believes this service reduces the gap in equality from our patients that are not able to or don't have access to the internet. Over the next six weeks we are working with Healthwatch Barnsley to obtain feedback on the service and have questionnaires at the reception desk should you wish to complete one, please let your receptionist know.

Winter Newsletter continued

Friends and Family Test



NHS England are introducing the “Friends and Family Test” across all services including the hospital, mental health services, paediatrics etc and GP surgeries. We are due to start this in December 2014. This replaces our usual annual survey and is much shorter and simpler (as per guidelines). Questionnaires are available at the reception desk and responses must be anonymous. These will be collated and reported to NHS England on a monthly basis.

Please be aware that availability of appointments is a national problem and in Barnsley we have a shortage of practitioners. This is something that NHS Barnsley Clinical Commissioning Group (that replaced the Health Authority) is very aware of and workforce planning is something that is high on their agenda. We hope to be able to pool resources and share them across the town.



Telephone Advice

Did you know.....that you can ring the surgery and just ask for advice over the telephone. The receptionist will pass a message to the Doctor on call for you and ring you back with their advice. Remember we are here to help, so just let us know your query and if possible we will facilitate your request.

Welcome to Dr Hariharan



From 2nd of December 2014 we have a new GP joining the team. Dr Hariharan has been working locally for some time now and will compliment our existing team of three GPs and two Advanced Practitioners. Dr Hariharan is a GP with special interest in minor surgery. Please join us in giving him a warm welcome.

Healthwatch Barnsley

Do you want to have your voice heard and share your views on the health and social care services you receive? You can make a difference!

Healthwatch Barnsley are an independent consumer champion that collect views from people across Barnsley, they can also provide information and signpost to services. They can advise how to access health and social care services locally. The service is available to those who live and work in the Barnsley area.

They can listen to your views about how you were treated and cared for and will have the influence to do something about it. Healthwatch will ask people what they think of Barnsley’s health and social care services, give people a chance to suggest ideas to care professionals that may improve services, look into specific areas of concern to the community, ask for information and get answers within a specified amount of time and carry out spot checks, when necessary to see if services are working well.