



# PATIENT News



Summer 2023

## Introduction

Welcome to this issue of '**Patient News**' from the Patient Participation Group at Chafford Medical Centre.

**The Patient Participation Group** was established as a liaison service between patients, care givers and staff at the surgery. The **PPG** is a voluntary organisation and our mission is to provide the best possible assistance to patients on a consistent basis. This is to help the Practice improve services, provide feedback from patients and offer practical help where possible.

We, the **PPG**, plan to have regular briefings with the Doctors and staff at the surgery to listen and discuss issues arising on a day to day basis with the aim to improve patient care in all areas.

Most practices now have a **Patient Participation Group** which evolve to meet local needs and each **PPG** is different.

Our group is always looking for volunteers. If you are over 18 years of age and registered at Chafford Hundred Medical Centre you may be eligible for membership.

We welcome applications from all areas of the community. If you have some free time and can commit to attending some of our meetings, you may have a part to play.

Even if you consider yourself to be 'fit and healthy' and rarely visit the surgery, we would still value your input. Meetings usually lasts about an hour. If you would like to attend, have any issues you would like raised at the meeting or would like further information then please contact us at [roger.passfield@gmail.com](mailto:roger.passfield@gmail.com)

More information on PPGs can be found on the National Association for Patient Participation at [www.napp.org.uk](http://www.napp.org.uk)

## eConsult Service

If you have a non-urgent medical query you can use the eCONSULT facility which is accessed via the Practice website. ([www.chaffordhundredmedicalcentre.co.uk](http://www.chaffordhundredmedicalcentre.co.uk))

Use this for queries relating to test results or medical certificates for example, and also for queries regarding medical conditions. You will receive a response within 48 hours. This is currently only available during the mornings only (Monday-Friday) whilst the Practice manages the demand.

By following a number of questions you may be directed to another more appropriate service, including obtaining advice from a pharmacy. Conditions requiring more urgent treatment will be directed to the out of hours service or emergency service.

*Some surgeries in the area have already moved to total triage using eConsult whereby all queries and appointment requests are made using the facility. This avoids the problems encountered in contacting the surgery by telephone. An eConsult Lite version is available for those individuals who do not have access to the internet where a member of the reception team will complete the request on behalf of the patient.*

*Your thoughts on this service would be appreciated.*

## Have you registered for Patient Online yet?

This online service gives you 24 hour access to your summary medical record, which contains details of your medication, allergies and sensitivities, and coded medical record, including test results. You can also book an appointment with a GP and order repeat prescriptions.

The Repeat Prescription ordering facility allows you to choose from the medication listed in your medical record. You will be able to see a list of your medications with dates when they were last issued to you. The system requires you to have a user name and password in order to log on. To find out more and obtain a user name and password please see one of the Reception Team. You will need Photographic identification in order to register for this service.

## Appointments available to book online

**There are appointments available on the day to book online for GPs. When booking please ensure you note any restrictions for particular appointments as incorrectly booked appointments may lead to a delay in your treatment. A doctor will call you back and will book you an appropriate face to face appointment if necessary. The doctor will call some time during the morning or afternoon session and not necessarily at the allotted time slot - DO NOT ATTEND THE SURGERY. Please ensure you include an appropriate telephone number to call and also remember to add a brief description of the reason for your appointment as this will help the clinician and ensures that you have booked with the most appropriate one.**

**DO NOT book a GP appointment for any of the following as these should be booked with a Nurse or Healthcare Assistant - please contact the surgery to book.**

- Dressings & Suture removal
- Swabs & Ear syringing
- Depo-provera & B12 injections
- Coil checks & Smears
- Blood pressure checks & Over 75 years healthchecks
- Smoking cessation & Weight loss advice

**Appointments should also not be booked for medication queries or requests, or to obtain test results (unless you have been advised by the Practice that the doctor would like you to book). For these or continuation of Sickness Certificates, please use the eConsult facility.**

## Electronic Prescribing

The Electronic Prescription Service (EPS) is an NHS Service which sends your prescriptions electronically to a pharmacy of your choice (near to where you live, work or shop). This allows you to collect your repeat prescription direct from your regular collection point without returning each time to your GP surgery to pick up your paper prescription. If you wish to nominate a place for your prescriptions to be sent to please speak to any pharmacy or dispensing appliance contractor that offers EPS or someone at the surgery to add your nomination to your records for you. You do not need a computer to use this service. Please remember to advise the surgery of any changes to your preferred pharmacy.

## Opening Hours

The surgery is now open from 8am until 6.30pm Monday to Friday for queries and to book appointments.

All clinic times remain unchanged with morning clinics starting from 8.30am and afternoon clinics starting between 2-3pm.

## Contact Details

It is important to ensure your details are correct at all times. Therefore, please let the surgery know of any changes to your name, address or telephone number, so that your records are kept up to date.

