

Green Street Practice

Patient Participation Group

Green Street Clinic, 118-122 Green Street, Eastbourne BN21 1RT

Issue 3 - June 2018

You said... We are doing!

188 patients completed the survey on the back of the last Newsletter – thank you for your feedback.

The intention of the survey was to focus on those processes that – if working well – provide a more efficient service to all patients and ensure the Practice staff have the time to deal with those matters that require the most attention. It also means we are working at maximum efficiency when we move to the new Clinic.

Two areas in particular were highlighted:

Electronic Prescription Service EPS

It became clear that more communication, education and encouragement were needed to make greater use of the EPS. Please see the

article below, which will hopefully assist your understanding and increase the number of patients using this service.

Check in Service

You felt that more support could be given to increase confident usage of the check in system. This is an invaluable help to the Practice, leaving reception staff the time to deal with phone calls and all other enquiries. With the help of our Green Street Supporters we will endeavour to provide that support during very busy periods .



More news will follow in future newsletters regarding the other questions raised.

The Electronic Prescription Service (EPS)

As a practice we are working towards paperless prescriptions. Prescriptions will be sent electronically to a pharmacy (of your choice) for you to collect.

The benefits of this include:

- Doctors being able to process prescriptions more efficiently and spend less time dealing with prescription queries.
- Dispensers can reduce use of paper, have improved stock control, and provide a more efficient service to patients.
- Because your pharmacist has already received your electronic prescription, they may be able to prepare your items in advance, so you just have to pick it up with no extra wait. However, this depends on the capacity of pharmacists on the day, and may not be possible all the time.
- Patients can collect repeat prescriptions from a pharmacy without visiting the surgery first, and won't have a paper prescription to mislay.
- It doesn't have to be a local pharmacy it can be one close to work, school, etc.



If you are taking any controlled drugs which are unable to be sent electronically, you will still be able to collect directly from the local pharmacy as they collect the paper prescription on your behalf.

You are able to change your pharmacy choice at any time by speaking to a member of our admin team or by making a note on your prescription request.

We are hoping to have the majority of our patients signed up to this service. In order to begin benefitting from this great service, please complete one of the prepared forms available from Reception, alternatively you can inform us of your choice on your next repeat request.

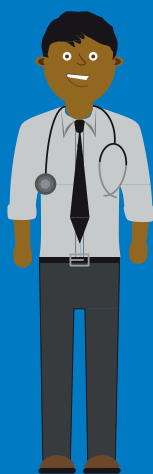
To use the EPS service you will need to nominate your chemist; this is different to your preferred chemist which allows your paper prescription to go to the chemist for collection although in most cases your preferred will become your nominated chemist.

The Partners at Green Street would like to thank you for your continuing support through these changes, which are helping to create a more efficient service and better experience for you.

Care Navigation Programme

We are pleased to inform all patients that Green Street Clinic is participating in Care Navigation. For patients this will mean that you are seen quicker by the most appropriate person available. For staff it will mean that we might have to ask you some screening questions when you first contact us.

All of our reception team will be attending Care Navigation training which is being rolled out to all practices in Eastbourne. It is there to support some new direct-referral services for patients and although Eastbourne is starting small with just six services it is hoped this will be extended to more services in the coming months.



Our receptionists are here to help you get to the right service.

Please don't be offended if they ask what the problem is when you call to make an appointment

The receptionist might suggest other professionals that could help you better such as:

- Opticians • Pharmacist
- Nurse • Family services
- Support groups

Visit our practice website to find out more about the full range of services available locally.

GPs are frequently contacted about lots of things other than medical queries and often there are other professionals within the local healthcare community that have more specific knowledge to help you. By asking a few questions at the start we may be able to save your own and the GPs time. Care Navigation is voluntary; if you don't wish to participate you can still ask to see your GP.

Electronic Referral Service (ERS)

BOOK NOW >>

Many more referrals are now being sent electronically with patients being sent

details in the post about how to book their hospital appointment on the telephone or online.

We are currently trialling a new system which will mean you can leave the surgery with all the information you need to go home and book your hospital appointment at a time that suits you.

Your GP will make contact with our secretarial team whilst you are with them to let them know where your referral is needed; your paperwork can then be collected from reception before you leave the practice.

New Defibrillator

The new defibrillator on the wall outside of the Practice is for public use outside of normal working hours. It has been registered with the Sussex Ambulance Service. In the event of an incident occurring – on dialling 999 – individuals will be directed to the defibrillator by the Ambulance Service.



ONE YOU EAST SUSSEX

Whether you'd like help to lose weight, stop smoking, drink less or get active, One You East Sussex is a FREE service to help you look at your lifestyle choices, put yourself first and do something about your own health.

You can work with one of our Health Coaches at a clinic near you, join our Adult Weight Management classes or have one to one stop smoking support.

All our services are FREE and held in various locations across East Sussex.

We will provide one to one support and encouragement every step of the way with your own personal health plan. You are not alone –

Call us on: **01323 404600**

Email us on: hello@oneyoueastsussex.org.uk

Search us on: www.oneyoueastsussex.org.uk

READY FOR A NEW YOU?

New Clinic Plans



It is hoped that patients will have seen the outline of the plans for the new Clinic either at the public consultation held recently, or from the set of drawings displayed in the Reception area of the Green Street Clinic. The Planning Application has now been submitted - so watch this space in subsequent Newsletters for more news.