



Why do our Receptionists ask what your Appointment is for?

There are three reasons why our Receptionists ask what you are booking your appointment for.

- ❖ Firstly, you may be able to see one of our Triage Nurses, Practice Nurses, Health Care Assistants or Phlebotomists for appropriate and convenient assessments or tests.
- ❖ Secondly, the Receptionist can add a note to the appointment booking so the Doctor can see, in advance, what the appointment is about.
- ❖ Finally, the Receptionist may recognise that you need a longer appointment if your condition is more complex.

Whilst we would always prefer you to tell the Receptionist, for those reasons above, if you are uncomfortable doing so, you can always tell them that it is a private matter and they will mark it as such for the clinician.

Patient Survey

Thank you if you recently completed our Patient Survey. A report on the results is now available on the Practice Website at:



<http://www.parklandssurgery.nhs.uk/patient-questionnaire,47453.htm>

Electronic Prescription Service

Electronic Prescription Service (EPS) is an NHS service which Parklands will be starting on 7 May 2015. You can choose to have your prescriptions sent, electronically, direct to the Pharmacy of your choice – there is no paper prescription to lose. EPS is reliable, secure and confidential.

To use this service you need to nominate the pharmacy and/or dispensing appliance contractor you wish to use. Even if you have previously told us your preferred pharmacy, you would still have to nominate them to use this service.

Benefits of EPS

If you currently collect repeat prescriptions you will no longer have to visit the Surgery just to pick up your paper prescription. Instead, we will send it electronically to the place you choose, saving you time.

If the prescription needs to be cancelled we can electronically cancel and issue a new prescription without you having to return to the practice – saving you extra trips.

The prescription is electronic so there is no paper prescription to lose.

Electronic prescriptions are more accurate which will reduce the risk of receiving the wrong medication.

You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

It frees up our Doctors, staff and the Pharmacy team so they can spend more time providing other patient care.

You can get all these benefits if you:

- have a stable condition
- don't want to go to the practice every time to collect your repeat prescription
- already use a prescription collection service.

You will not get as many benefits, if you:

- don't get prescriptions very often or
- pick up your medicines from different places.

For more information visit:



<http://systems.hscic.gov.uk/eps/patients>

You can nominate now by visiting your pharmacy and asking them to enter your EPS nomination. From 1 May we will be able to take your nomination in the Surgery.

Nurse Triage

Nurse triage is offered every day of the week. When a patient telephones for a GP appointment they may be offered a Nurse Triage appointment in the first instance. This is because our Triage Nurses are experienced prescribers and are trained to treat ailments such as ear and throat infections, chest infections and urinary and eye infections, along with exacerbation of Asthma and COPD.

Each day there are between 24 – 29 Nurse Triage appointments available. These appointments are not pre bookable and only become available on the day for illnesses that require prompt attention.

If the Triage Nurse feels it necessary she can always access the duty Doctor on that day.

Self-Care Fact Sheets

Those patients that have visited the Surgery recently will see we are now providing self-care fact sheets for a range of minor illnesses.

Empowering people with the confidence and information to look after themselves when they can, and visit the GP when they need to, gives people greater control of their own health and encourages healthy behaviours that help prevent ill health in the long-term. In many cases people can take care of their minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, such as those with several disease problems, the very young and elderly, managing long-term conditions and providing new services.

Around 80% of all care in the UK is self-care. The majority of people feel comfortable managing everyday minor ailments like coughs and colds themselves; particularly when they feel confident in recognising the symptoms and have successfully treated using an over-the-counter medicine before.

Despite people's willingness to initially self-treat, there are still 57 million GP consultations a year for minor ailments at a total cost to the NHS of £2 billion, which takes up, on average, an hour a day for every GP.

Research shows that people often abandon self-care earlier than they need to, typically seeking the advice of a doctor within a period of 4 – 7 days. The main reasons for this are:

- Lack of confidence in understanding the normal progress of symptoms (e.g. a cold can last up to 14 days).
- The perceived severity and duration of symptoms.
- Reassurance that nothing more serious is wrong.
- A prescription to 'cure' the illness, even though the same medicine may be available over-the-counter.

The following fact sheets are currently available:

Low back pain	Fever in Children
Eczema	Headache & Migraine
Constipation	Sore throat
Acne	Heartburn & Indigestion
Sprains & Strains	Urine symptoms in men
Coughs	Middle ear infection
Common cold	Sinusitis

Access your own copies of these fact sheets here:

<http://www.selfcareforum.org/fact-sheets/>



Afternoon Training Closure Dates

The Practice will be closed for the afternoon on the dates below for important staff training. There will be an urgent service available should you need to access healthcare on those afternoons. Please telephone the relevant number:

Tues 12 May (Dial 0300 555 5252)
Tues 30 Jun (Dial 111)
Wed 8 Jul (Dial 0300 555 5252)

If you have not done so already, please sign up for **Online Services** to enable you to book and cancel appointments (you can cancel any appointment you have made, even if you booked it by phone or in the Surgery), order repeat prescriptions and access a summary of your medical records. **Speak to a Receptionist next time you are in the Surgery; you will need to show Photo ID such as a Passport or Driving Licence.**