

Highfield Newsletter

March 2015

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The Practice Team

GP Partners: Dr Nisar Yaseen (Senior Partner), Dr Jill Deacon and Dr Martin Davis.. Supported by our GP Registrar, currently Dr Arnold Babumba, and during holidays by regular locum doctors.

Practice nurses: Catherine Tutt – Respiratory Nurse specialist, Cathy Taylor – Diabetic Nurse specialist, Jill McEwen who specialises in baby immunisations and treatment room procedures and Cate Norridge – Respiratory Nurse specialist whilst Catherine Tutt is on a sabbatical.

Healthcare Assistants and Phlebotomists: Elayne Saunders, Kim Georgiou and Pam Dawes.

The Administration Team is headed up by Practice Manager, Marilyn Boot, supported by our administrative team of Judy MacFarlane (Secretary), Elayne Saunders (Prescription Clerk), Jo Fuge (Scanning Clerk), Gillian Hanton (Relief Secretary) and the Reception Team of Cindy Gibson (Senior Receptionist), Kim Georgiou, Sue Goodliffe, Sue Sawyer, Claire Smith and Lisa Wooster.

Text Messages and Emails

The surgery has been implementing various Department of Health initiatives to provide a better and more efficient service to our patients.

We have introduced text message reminders of appointments, which is working well to keep the number of missed appointments down to a minimum. Please ensure that we have your correct mobile number in order to benefit from this service.

We hope in the future to make more use of email addresses and you may have already provided this to us if you have signed up for Patient Access.



Electronic Prescription Service (EPS)

You can choose to collect your medication from a nominated pharmacy which will avoid the need to visit the practice to collect a paper prescription. The practice can send prescriptions electronically to the pharmacy of your choice. Please ask at Reception or visit www.hscic.gov.uk/epspatients

Emergency and Out-of-Hours

There has been a lot in the news over the winter months about hospital A&E Departments being overloaded and struggling to cope. Please remember that unless you feel it is life threatening, you can use either the 24-hour Minor Injury and Illness Unit at Wycombe Hospital, or for non-emergency situations you can call 111 at any time for advice.

Patient Access

Patient Access was introduced last year for you to order your repeat prescriptions and book GP appointments online.

From the 1st April 2015 you will also be able to access parts of your medical record online via Patient Access. Before enabling this we will need to verify your identity and ask you to sign a form acknowledging your responsibility for accessing your records online. This service will only be available to patients aged 16 and over. Initially you will only be able to view your medication, allergies and immunisations. However, we hope that in the near future we will be able to extend access to include test results, which would save the need to phone the surgery for this information. This will also be a great timesaving for our Reception team giving them more time to deal with other enquiries.

You will also be able to view and amend your personal information such as your address, telephone numbers and email address.

Please ask at Reception if you would like to know more about Patient Access.



View your medical record online via Patient Access



Your emergency care summary

Summary Care Record

The Surgery is now linked to the NHS Spine and your summary care record has been uploaded, unless you have opted out. This means that if you are taken ill and urgently need care at hospital or during out-of-hours, the clinicians looking after you will be able to view your medication and any allergies or adverse reactions you may suffer from. This could be vital in delivering the right care. They will always ask for your consent first if possible.

You can opt out of this if you wish, please ask at Reception.

Patient Participation Group

The surgery is committed to setting up a Patient Participation Group. If you are interested in being involved and having a say in the services we provide and how we deliver them, please get in touch and drop us an email to highfield.surgery@nhs.net. Those on the committee of the PPG will be representing the views of our patients. We have not yet decided whether to meet regularly on a face to face basis, or set up a virtual group using email for a discussion forum with perhaps one meeting per year. We would be interested in your views and especially hearing from anyone who would like to be involved. We want to gain a better perspective on the service you wish us to provide.



Friends and Family Test

All surgeries are required to give their patients the opportunity to give feedback about the surgery via the 'Friends and Family Test'. This is a simple question, asked after you have had a consultation at the surgery, about how likely you are to recommend us to friends and family if they needed similar care or treatment. There is also a supplementary question about appointment availability at the surgery. If we have your mobile phone number you will receive a text asking you these questions; or you can complete a paper slip in the waiting room and place it in the box provided. You can also go to our website www.highfieldsurgeryhazlemere.co.uk and answer the questions online. All responses are completely anonymous and the results are recorded monthly and provided to NHS England for review. We will provide an update on the results and communicate them to you via newsletter and the website.