



Severn Fields News

>>> Monthly
Newsletter

Latest Updates from Severn Fields Medical Practice

May 2018

Missed Appointments:

Throughout April we had a total of 211 appointments that were not attended. This is an average of 11 appointments per working day which could have been re-used. If for any reason you cannot attend your appointment please call the surgery on 01743 281950 or reply CAN-CEL to your reminder text.

- *Self refer to the midwives on 01743 261085*
- *Please allow 1 week before calling for blood results*
- *Order a repeat prescription through POD on 0333 358 3509*
- *We require 48 hours to process a repeat prescription request.*
- *Secretary number 01743 281955*

GP Extended Opening Hours in your community

Appointments available between 6pm-8pm

Monday—Friday and 8am—12pm Saturday.

These are routine appointments available at GP practices within the community.

Please call:

0333 222 6649

To check availability.

Rowlands Pharmacy offer help and advice for many common ailments—these include:

- Coughs
- Cold
- Eczema
- Hayfever
- Ear Ache
- Warts
- Athletes Foot
- And many more

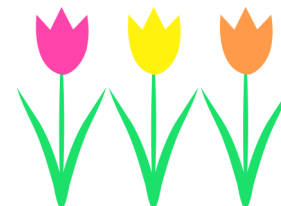


Ask the Pharmacy for more details! 01743 462929

If you have been offered an urgent appointment reception may not be able to advise you how long you will be waiting to be seen.

The GPs will prioritise these appointments based on urgency so you may not be seen on time.

Please take this into consideration when accepting an urgent appointment.



We apologise for any noise and disruption while essential work is being completed in the building, including a new reception area.



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PATIENT GROUP

At Severn Fields we appreciate all forms of feedback on the surgery and how it's run. We invite any of our patients who wish to help make improvements to the surgery to join our Patient Group.

The Patient Participation Group will:

1. Consult with the practice on service development and improvement
2. Contribute to, and be kept informed of, practice decisions
3. Represent the views of the patient body and provide feedback on their needs and concerns
4. Contribute to the design of and participate in the review of the practice patient survey
5. Promote good health and higher levels of health education by encouraging activities within the practice.

We aim to gather as broad a spectrum of patients as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

Meetings are held quarterly i.e. every 3 months—Next meeting Tuesday 8th May @ 7pm

You can still call the Prescription Ordering Direct service to order your prescriptions. They are open 9am–5pm Monday—Friday. The number is: 0333 358 3509

Shingles Eligibility

You are eligible for the vaccine from the 1st September AFTER your 70th birthday. You remain eligible until your 80th birthday, however there are some exclusions. If you are unsure about eligibility please speak to a receptionist.



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Charges for Non-NHS services

Why do GPs sometimes charge fees?

It is important to understand that GPs are not employed by the NHS, they are self-employed and have to cover their costs for staff, building, heating etc, the same as any small business. The NHS covers the cost for NHS work but not for non-NHS work, the fees charged by GPs contribute towards these costs.

Why does it sometimes take my GP a long time to complete any form?

Time spent completing non-NHS forms and preparing reports takes the GP away from the medical care of his or her patients. Most GPs have a very heavy workload and paperwork takes up an increasing amount of their time, so many GPs find they have to take some paperwork home at night and weekends.

I only need the doctor's signature.

When a doctor signs a certificate or completes a report, it is a condition of remaining on the General Medical Council (the doctor's regulatory body) that they only sign what they know to be true. In order to complete even the simplest of forms, therefore, the doctor might have to check the patient's entire medical record. Carelessness or an inaccurate report can have serious consequences for the doctor with the General Medical Council or the Police.

Do GPs have to do non-NHS work for their patients?

With certain limited exceptions, for example a GP confirming that one of their patients is not fit for jury service, GPs do not have to carry out non-NHS work on behalf of their patients. Whilst GPs will always attempt to assist their patients with the completion of forms, for example for insurance purposes, they are not required to do such non-NHS work.



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Book appointments and order prescriptions online via patient access. To register for the service simply come into the surgery with photo ID and complete the registration form. You will then be sent your log-in details through the post enabling you to access the website.



As of 26th April, Phlebotomy services at Princess House in the square have been stopped. If you need a blood test you can either book an appointment at the surgery, Mon-Fri, mornings only. Or you can attend the drop-in service at the Royal Shrewsbury Hospital, Mon-Fri 8.45am—4.45pm (fasting) or 1pm-4.45pm (non-fasting).



If you have been advised to have vaccinations for a holiday abroad please book an appointment with one of our practice nurses who will discuss the relevant information with you. Should you require any vaccinations before going on your holiday you will be informed by the nurse during the appointment and will be advised of any follow up appointments needed.

Some holiday vaccinations are chargeable, you will be advised of costs during your initial appointment and payment will be required before you have the vaccine administered.

Due to high demand the GPs are only able to complete triage calls in the morning. There are a limited number of calls available per day and we do request that if you have an urgent query that you call be 10:30am in order to be triaged.

