
Bridge Surgery Newsletter October 2014



Action Plan Update

You may remember that in March we published an Action Plan which had been agreed by the practice and Patient Group in order to address areas that were highlighted in the survey as requiring improvement.

Copies of the 'Improving Practice Questionnaire' Report (November 2013) and the Action Plan (March 2014) are still available to view in the waiting room and on the website at www.bridgesurgery.net

The first part of the plan was to continue to work on improving telephone access by publicising the benefits of 'SystmOnline' to make and cancel appointments, the two surgery telephone numbers, when lines are busiest and when to ring for results, which this newsletter aims to cover. We have also been working on other parts of the plan and hope to purchase a bookcase and a small selection of children's books in the near future.

SystmOnline

Access to SystmOnline is available 24 hours a day, 365 days a year and allows you to quickly and easily:

- view and/or cancel existing GP appointments, up to an hour before your appointment time
- book new GP appointments, up to 6 weeks in advance
- view your medication and request your repeat medication
- change your demographic details

Please ask your doctor to generate your personal log in and password during your next consultation.

**** If you have forgotten your password please contact the surgery for a new one to be generated ****

So far almost 700 patients have registered to use SystmOnline and over 500 appointments have been made!

Telephone Information

Please use the correct telephone number when phoning the surgery:

Appointments/Visit Requests - 01283 563451

Enquires - 01283 563631 (use this number for test results and appointment cancellations)

The phone lines are busiest between 8.00am and 11.00am. If you do not wish to make an on-the-day appointment please try to avoid ringing at these times. We have also recently recruited an additional receptionist to improve telephone access to the surgery in the morning.

Please ring after 12 noon for test results.

Our telephone lines are open throughout the day from 8.00am – 6.00pm.

CHANGES TO HOW WE HANDLE YOUR PERSONAL DATA

A reminder that from this autumn we will be required to supply your personal and confidential medical information to the Health and Social Care Information Centre (HSCIC). This information will be taken from the practice in a form that can identify you. Legally, the practice has NO choice but to allow HSCIC to extract this information. However, individual patients can instruct us to stop the transfer of their data. Further information and opt out forms are available from reception or on the website at www.bridgesurgery.net

'How likely are you to recommend our service to friends and family if they needed similar care or treatment?'

Thank you to the 150 patients that responded to this question during our trial week of the new 'Friends & Family Test' which is being conducted in conjunction with our Patient Group. The results will follow soon.