



DR JEHANGIR'S SURGERY

NEWSLETTER

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WHAT'S UP DOC?

MISSION STATEMENT: ADDRESSING THE NEEDS OF PATIENTS AND PROVIDING THE BEST POSSIBLE CARE

Dear Patient

The purpose of this newsletter is to provide you with up-to-date information regarding our services and any new developments within the practice. We hope you will find this extremely useful.

Dr Q M Jehangir

CHOOSE AND BOOK

Most of you will be familiar with this system as we have been using it for almost 2 years now. This system has been changed slightly as we now have a CAB advisor based on the Ground floor. If you need to be referred to secondary care, the following system will apply:

- ⇒ Your GP will complete a form stating the nature of the referral
- ⇒ Take this form to the reception desk. The reception staff will fully complete this referral and advise you to take it to the Ground Floor reception
- ⇒ See the CAB advisor on the ground floor who will book a convenient appointment for you and give you all the details

COOSE AND BOOK HELPLINE = 0845 60 88 88 8



FRUITY FRIDAY 16TH MAY 2009



WE ARE TAKING PART IN A FUND RAISING CANCER EVENT IN MAY 2009.

WATCH OUT FOR FURTHER DETAILS. IF YOU WISH TO DONATE, PLEASE SPEAK TO RECEPTION

SURGERY OPENING TIMES

MONDAY	8:00 am - 8:00 pm
TUESDAY	8:00 am - 1:00 pm
WEDNESDAY	8:00 am - 6:30 pm
THURSDAY	8:00 am - 6:30 pm
FRIDAY	8:00 am - 6:30 pm
SATURDAY	CLOSED



AUTOMATED BOOKING AND CALL SYSTEM

We have had this new system installed in March 2009 to help our patients

Envisage is an advanced visual information system that combines health awareness with communication and patient call. The practice can run a series of promotional health adverts and practice-focused messages - whilst at the same time calling patients to their appointments. This screen has been installed to convey important messages to patients while they are waiting for their appointment.

The touch screen monitor allows patients to announce their arrival for an appointment electronically, rather than at the reception desk. Patients simply enter their date of birth via a touch screen keypad, or through unique fingerprint technology on the monitor to confirm their arrival.

WHY NOT BOOK YOURSELF IN FOR YOUR APPOINTMENT USING THE AUTOMATED ARRIVALS SYSTEM?

The system verifies the data and within seconds, confirms the patient's identity, doctor and time of appointment on-screen whilst simultaneously alerting the receptionist to their arrival on the EMIS system. This should prove to be useful for patients as they can book in themselves rather than having to wait at the reception desk.

PLEASE ASK AT THE RECEPTION IF YOU NEED ASSISTANCE

DR JEHANGIR'S SURGERY

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GPAQ Survey - We completed our annual survey during January 2009. Thank you to all of you who completed this questionnaire.

PRACTICE WEBSITE

You can log on to the practice website on:

www.drjehangirssurgery.co.uk

You can do all the following on the practice website:

- Cancel your appointment
- Order your repeat prescription
- Update your contact details or change your address
- Inform us about your health information
- Gain medical advice or information
- Subscribe to our quarterly newsletter



JOKE OF THE QUARTER

Doctor, Doctor

I can't stop stealing things

Take these pills for a week; if that doesn't work I'll have a color TV!

SOME SERVICES THAT WE OFFER INCLUDE:

- WELL PERSON CHECKS
- REPEAT DISPENSING SCHEME (for repeat scripts)
- MINOR AILMENT SCHEME
- FREE CHLAMYDIA TESTING KITS (for 15—25 year olds)

ANY SUGGESTIONS

Please speak to
Bushra Rashid,
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