

MAYFORD HOUSE SURGERY



NEWSLETTER -SUMMER 2015

mayfordhouse.co.uk

Appointments

Since January, in response to patient feedback, a new appointment system has been put in place to make it easier to get a "same-day" appointment with your doctor.

While it is still possible to book appointments up to 4 weeks in advance, more appointments have been made available for those patients who would like to be seen by a doctor that day. These appointments are released at 8am (around 11 appointments/doctor) and 11am (around 4 appointments/doctor).

If you feel you need to see a doctor for an acute problem "on the day" then please call between 8am and 8:30am initially. If, when you call, all the appointments have been booked by other patients then you should either; a) try again at 11am, b) call again at 8am the following day or c) if you feel you cannot wait, ask to be booked into the "sit and wait" clinic at 11am. If you call after 11am then you can ask to be booked into the next day's "sit and wait" clinic. This ensures you can be seen within 24hours if you feel it is necessary.

The sit and wait clinic is designed to take overflow patients for whom there is no appointment available. These patients will be seen at the end of clinic by whichever doctor becomes free first. A specific doctor cannot be guaranteed. This clinic is designed for those problems which you feel cannot wait for longer than 24 hours.

Appointments are still available to be booked at any time up to a month in advance if your problem is not as urgent. Advice regarding minor illnesses such as sore throats, coughs and colds, tummy bugs, indigestion, hay fever, aches and pains, athlete's foot, nappy rash etc may also be obtained from a qualified pharmacist or one of our trained nurses, some of whom who can also prescribe.

We hope that this new appointment system will make it much easier for our patients to see a doctor within a 24 hour timeframe and help respond to the increasing demand for urgent reviews.

REMEMBER - you can sign up to book appointments and order repeat prescriptions online. Sign up at reception (you will need to bring photographic identification e.g. driving licence or passport).

Named GP

A new NHS initiative has been put in place that requires GP practices to inform patients of their named GP. You now have a named GP who has overall responsibility for your care but you may continue to see any GP you prefer to. If you wish to find out who your named GP is please ask reception or a GP next time you are in surgery.

NHS Friends and Family Survey

As a practice we are keen to improve our services and to encourage feedback from patients.

As you leave the surgery please take some time to complete our simple, one question survey which is on the tablet to the right of the main entrance. You can fill in a form if you prefer, or complete the survey at home via our website. Thank you.

Holiday Vaccines

If you are travelling outside the UK and may require vaccinations please can you complete a travel questionnaire available at our front desk or on our website. Ideally please allow 6-8w before travel. please include your itinerary so a complete assessment can be done. Some vaccines are covered under the NHS but you may be required to pay for some You will be advised prior.

We are also a yellow fever travel centre for anyone requiring that vaccine or advice.

Electronic Prescribing

From Tuesday 30th June 2015 this practice will be sending prescriptions electronically. This means if you have a "nominated" pharmacy Prescriptions will be transferred electronically rather than through paper slips, which could be misplaced. This allows us to track prescription locations more easily. Ask at Dispensary or Reception for more information or to nominate a pharmacy you wish to use.

www.hscic.gov.uk/eps/patients



Surgery Closure

Please note the surgery will be closed on

Monday 31st August 2015 (Bank Holiday)