PPG News

Moor Park Medical Practice Patient Participation Group Newsletter 2017/2018

***Practice Manager’s Welcome***

Hello, and welcome to your first issue of your Patient Participation Group (PPG) newsletter.

We hope that this newsletter will provide another form of communication between both the practice and its patients to inform you about the services available, as well as highlighting any concerns you may have.

Although we cannot be involved in your own medical problems, which are to remain confidential between you and your practitioner, we would like to listen to both your positive and negative comments regarding the care that you receive.

***In this Newsletter***

We would like to take this opportunity to fully support our patients by informing them of the services available to them at Moor Park Medical Practice and giving advice on how best to utilise these. For example, we understand that many patients have issues regarding booking appointments; therefore information on the different ways to do so will be included. We also know that some patients are not familiar with how to order their medication from the practice, since pharmacists are no longer allowed to order on behalf of patients unless there are exceptions, and so information regarding this will be looked at.

We welcome any ideas on any issues you may wish to address on these matters.

***Booking appointments***

The demand for GP services has increased and is steadily doing so nationally. We understand booking appointments is a key area of concern for our patients, in particular after a weekend. The practice take your concerns seriously and as a result, in addition to two telephone lines, pre bookable advance appointments, same day bookable appointments, we also have online booking services.

Appointments at the practice allow for 10 minutes and we kindly request if you can discuss one matter in the appointment, if you feel you require additional time please mention this at the time of booking, and if further consultations are needed the clinician will talk further with you about this and if you need to book longer appointments in future.

If you have particular concerns surrounding booking appointments please feel free to let us know so that we can try to address these, we welcome you to suggest possible solutions for us to consider also.

***How can patients help?***

As patients, there are also ways you can help the practice, by thinking about whether your current illness requires you to see the GP, or whether other services, such as the pharmacy might be the first point of contact on this occasion, for example for minor coughs and colds, non-persisting stomach upsets. The pharmacy can also provide advice on such conditions and treatment information.

In addition to this, could we ask those patients enquiring about results, requesting medication or obtaining fit notes not to do so during 8am – 9am when patients with urgent medical problems are trying to seek help and book an appointment. If you could call after 10am this would be helpful to reception staff.

***If you cannot attend your appointment***

As a small practice, with limited appointments, each appointment is valuable. Sadly, there is an ongoing problem with Did Not Attends (DNAs). If you cannot make your appointment, please contact us in the first instance so that we are able to fill your appointment for another patient who requires it. If you do not do this it means that your appointment will be recorded as not attended, three non-attendances of appointments could risk you being removed from our list.

If you provide the practice with your mobile number we are able to send you a reminder text for your upcoming appointment.

***Online services***

The practice now offers online services to patients. By obtaining your own username and password by asking our reception staff to print you this information off, you can now book appointments in advance, order your medication as well as view their results and request to view detailed coded records.

***Ordering Medication***

Medication can be ordered in two ways

1. Writing the medication you would like to order on paper with name, date of birth, address and date of ordering included and placed into our grey box on the wall of reception.
2. By obtaining your online username and password and ordering medication via online services.

If you are over 65, have difficulty coming into surgery, or any other issues which prevent you from doing the above we are happy to assist and accept orders of medication via a pharmacy of your choice.

In other circumstances which prevent ordering through the above procedure we can allow exceptions and we are happy to discuss this.

When a patient has a nominated pharmacy their prescription, once issued by the Dr will be sent to that pharmacy either electronically or the pharmacist will collect this from the practice on the patient’s behalf. Arrangements regarding delivery of the medication are between the patient and pharmacy and the practice have nothing to do with this. If a patient wishes to change or stop the pharmacy from collecting prescriptions then the patient must speak to the pharmacy themselves for them to stop this as we are unable to do so at the practice.

***Test Results***

If you have had a blood test, or dropped off a sample for testing you can normally call the surgery for your results, after the morning rush after 10am. We ask if patients can allow 5 working days before calling us for a result, and if enquiring about x – ray reports or scans then to allow for 10 working days.

In the event that a result comes back and needs any action the practice will contact the patient. However for results that come back that are normal the practice does not ring patients.

***In conclusion***

If you have enjoyed this newsletter, please let us know and if you have any recommendations for future newsletters then please do not hesitate to contact us.

We hope this newsletter will be a part of improving communication between both the practice and the patients.

***Contact***

01274 778400

01274 228023

Please visit our website for more information:

[www.moorparkmedicalpractice.nhs.uk](http://www.moorparkmedicalpractice.nhs.uk)

Our patient engagement lead:

Razia Bibi

01274 778400

Practice Opening Hours:

Monday: 8am – 6.30pm

Tuesday: 8am – 6:30pm

Wednesday: 8am – 6:30pm

Thursday: 8am – 1:00pm

Friday: 8:00am – 6:30pm

On Thursday afternoons whilst the practice is closed patients can collect prescriptions and sick notes from Dr Akbar’s surgery, which is located in the same building. Any urgent medical requests can be dealt with by ringing their telephone number on 01274 663553 after 1:00pm until 6:30pm when they close. After this time normal out of hours procedures are in place in which NHS 111 can be called on in an emergency 999.