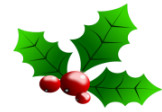




# BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP



## NEWSLETTER Issue 3 – December 2018



We continue to be encouraged by the feedback from patients regarding the introduction of a regular patient newsletter and have lots more information for you to read about in issue 3.

If you would like an update on any topic, or have an article that may benefit patients at BRS please contact us on [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com) or pop your ideas in the suggestion box in the surgery.

Bassett Road Surgery and its PPG would like to wish you a Merry Christmas and a Happy and Healthy New Year.

Editor

### EXTENDED ACCESS SERVICE – EVENINGS AND WEEKENDS

**Appointments with GPs and Practice Nurses are now available in the evenings and weekends** for patients registered in any of the 3 Leighton Buzzard practices; these are called 'Extended Access' appointments. BRS is working with other practices in Bedfordshire to provide these additional appointments to increase access to healthcare at times that are convenient to patients, for example, those who work during daytime surgery hours. Opening hours as follows :

Monday to Friday	6.30 pm – 8 pm (GP)
Saturday	8.30 am – 2.30pm (GP) 9am – 2pm (Nurse)
Sunday	8.30 am – 11.30 am (GP)

**When you call to make an appointment you may request or be offered an 'Extended Access' appointment at the Leighton Road Surgery base, next to Shell (St. Christopher's) petrol station. It will be with a GP or Practice Nurse from one of the practices across Bedfordshire.** Our reception team will confirm all of the details at the time of booking and if you are registered to receive text message alerts, you will receive a text message to confirm the date, time and location of your appointment. Please note that, at present, Extended Access appointments are limited and NOT available to book online.

Normal surgery appointments are available as usual, including the existing 'Extended Hours' of early morning and late evening appointments on Wednesdays. If you would prefer to see a GP or Practice Nurse from this practice, please book an appointment during normal opening hours.



## SURGERY OPENING TIMES CHRISTMAS AND NEW YEAR 2018/2019



Date	Surgery Opening Times
Wednesday 19 <sup>th</sup> December	Extended hours day - starting at 7am and finishing at 8pm
Thursday 20 <sup>th</sup> December	8 am – 6.30 pm
Friday 21 <sup>st</sup> December	8 am – 6.30 pm
Monday 24 <sup>th</sup> December	8 am – 6.30 pm
<b>Tuesday 25<sup>th</sup> December</b>	<b>CLOSED – CHRISTMAS DAY</b>
<b>Wednesday 26<sup>th</sup> December</b>	<b>CLOSED – BOXING DAY</b>
Thursday 27 <sup>th</sup> December	8 am – 6.30 pm
Friday 28 <sup>th</sup> December	8 am – 6.30 pm
Monday 31 <sup>st</sup> December	8 am – 6.30 pm
<b>Tuesday 1<sup>st</sup> January</b>	<b>CLOSED – NEW YEARS DAY</b>
Wednesday 2 <sup>nd</sup> January	Extended hours day - starting at 7am and finishing at 8pm
Thursday 3 <sup>rd</sup> January	8 am – 6.30 pm
Friday 4 <sup>th</sup> January	8 am – 6.30 pm
<b>Should you need medical assistance outside the above times, please telephone (01525) 373111</b>	

## LOCAL SERVICES – HEARING AIDS BATTERIES

GPs can now refer patients to more local services. For example, most hearing aids use standard orange batteries and if you use hearing aids supplied by the NHS and have a brown booklet to obtain new batteries, BRS Surgery dispensary can issue them to you. If you usually travel to a hospital to collect your batteries it is worth asking at the dispensary to see if you can collect them from there.

The PPG is interested to know if there are any other services that patients would like to be provided locally. If so please list them and either place the list in the suggestion box or email the PPG on [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com)

# SYSTMONLINE APP



Our GP online service is called SystemOnline, and allows you to :

- manage appointments
- view/request prescriptions
- view summary of your patient records
- view test results
- add/change your contact details
- complete questionnaires

at a time convenient to you.

SystemOnline is available as an App and can be downloaded for free.

It can be used on Apple devices (iPhones and iPads) and on Android devices (smart phones and tablets). Simply click on the relevant logo on the SystemOnline login page or go to Apple's App Store or Google Play Store.

The App provides a quick and easy way to book/cancel appointments, order repeat prescriptions and change your contact details. Please note that the App provides only the basic functions for SystemOnline and you may need to log on via your PC for more advanced tasks.

## ONLINE QUESTIONNAIRES

In an effort to reduce GP/Clinical Pharmacist/Nurse telephone calls and consultations for patients needing a routine review, BRS have developed a series of questionnaires, which patients can complete online. These cover the following areas :

<b>ONLINE QUESTIONNAIRES</b>	
<b>REPEAT MEDICATION REVIEW</b>	To target patients on 3 or less medications whose medical conditions are well controlled and who are up to date with relevant annual blood test or blood pressure checks where appropriate. Once submitted, these will be reviewed by our Clinical Pharmacist and medication re authorised if appropriate. You will be contacted if BRS is unable to action your request.
<b>ANNUAL ASTHMA REVIEW</b>	For patients who are well controlled on their current medication. You will be contacted if BRS is unable to action your request.
<b>ORAL CONTRACEPTIVE PILL REPEAT PRESCRIPTION</b>	Specific questions to be answered relating to BP and other health screening areas. Once submitted, these will be reviewed by Jane (Sexual Health Practice Matron) who will re-issue repeat medication as appropriate. You will be contacted if BRS is unable to action your request.
<b>You will be offered the choice of using online questionnaires when contacted for a review</b>	

You need to be registered for Online Services to use this facility. The Questionnaires can be accessed by :

- Log onto Online Services
- Click on Home page under 'Records'
- Select Questionnaires
- Use appropriate Questionnaire

If you are not currently registered for Online Services, but would like to be, speak to our receptionists who will explain the process.

## **ELECTRONIC REPEAT DISPENSING (eRD) 'BATCH' PRESCRIPTIONS**

If you, or someone you care for, uses the same medicines regularly, you may be able to benefit from electronic repeat dispensing (also referred to as Batch Prescriptions). This means you won't have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine. Batches of up to 12 months of prescriptions are sent directly to your chosen pharmacy. This suits patients with stable medical conditions on long-term medication. This may not be suitable for all patients, such as those on a variable dosage (i.e. required analgesia, creams, warfarin, inhalers), those attending hospital clinics, having investigations, or being admitted intermittently to hospital.

**The final decision on whether Batch Prescriptions would be suitable for you, will be made by the prescribing clinician.**

**Step 1** Talk to your GP or the person who prescribes your medicines and ask them if you can use electronic repeat prescriptions. If so, your GP or prescriber will then authorise a number of electronic repeat prescriptions. This will be based on your circumstances and clinical need. These electronic repeat prescriptions will then be supplied to you by your pharmacy at regular intervals.

**Step 2** Collect your first electronic repeat prescription from your chosen pharmacy.

**Step 3** When you need more medicines, go back to your chosen pharmacy. If you don't need all of the medicines on your prescription, let the pharmacy staff know, so that they only supply the medicines you need. This will help to reduce wastage and save the NHS money.

**Step 4** When your pharmacy supplies your final electronic repeat prescription in the series that your GP has authorised, they will advise you to contact your GP practice. Your doctor or practice nurse may want to see you to review your medication before they will authorise more electronic repeat prescriptions.

If necessary, pharmacists are able to issue 2 batches at a time (i.e. for holiday period).

**In a nutshell - Batch Prescriptions offer an alternative way of getting your regular medicines without asking your GP surgery for a prescription every time, saving you, the practice and the pharmacy time.**

## **UPDATE ON STAFF CHANGES**

Recent changes in our Reception Staff Team - we welcome to the team **Hannah** and **Amber**. The surgery is grateful for your patience, as they complete their induction and training.

**Clara** (Clinical Pharmacist) has returned from her four month secondment in Myanmar. Telephone calls can be booked with her to renew repeat medications and the COPD and Asthma clinics are now back up and running with patients invited to book their annual reviews.

**Dr Sara Atkinson** is our newest GP Registrar will be working with us for one year from the 8th November.



## LOCAL PHARMACY NEWS

### **STREP A TEST – FOR SEVERE SORE THROAT OR TONSILLITIS**

**Lloyds Pharmacy** is now offering Strep A testing as part of its winter health campaign. It's a simple test carried out in the pharmacy for someone with a severe sore throat or tonsillitis. The test is to confirm whether it's an infection (streptococcus) or not. If the test proves positive, they have two options of antibiotics to prescribe. This service is designed to take the pressure off GP services during the winter months for the most common doctor's visit. However, the service will incur a prescription charge regardless of whether you are exempt or not plus £4.99 for the test.

### **SCREENING FOR HYPERTENSION AND ATRIAL FIBRILLATION**

**Boots** is offering screening for hypertension and atrial fibrillation. Appropriate management of patients with these conditions early on will help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia.

This service is available for customers over the age of 40 who **HAVE NOT** had a blood pressure (BP) check in the last 6 months and **HAVE NOT** already been diagnosed with High BP, diabetes, kidney disease, angina, stroke, transient ischemic attack, heart failure or had a heart attack.

If the BP reading is too high, they can then offer to give the customer a monitor to take home with them to monitor their blood pressure for a week - then go back in to check if a referral is needed. If BP is very high they will refer immediately.

Details of other services that pharmacies offer will follow in future newsletters.

### **MISSED APPOINTMENTS – DID NOT ATTEND (DNA)**

From your comments in the patient survey and our own experiences we know how frustrating it is when you can't get an appointment. However, during the **month of October** :

- **186 PATIENTS DID NOT ATTEND A BOOKED APPOINTMENT**
- **THIS EQUATES TO 41 HOURS OF APPOINTMENTS WASTED**

**A STAGGERING 1,781 APPOINTMENTS HAVE BEEN MISSED SO FAR THIS YEAR (JANUARY - OCTOBER), RESULTING IN 352 LOST HOURS.**

So please, **if you no longer need your appointment let the surgery know as soon as possible** – by phone or online – so the appointment can be made available to others. If the surgery has your mobile number a text reminder of your appointment will be sent to you.

### **FLU VACCINATIONS – THERE'S STILL TIME TO BOOK**

Flu Clinics will run on into the New Year. The clinics will get shorter and less frequent and patients who have not yet had their vaccination will be contacted by the surgery and invited to attend. These clinics will continue to be held until BRS has exhausted its supply of flu vaccine.



## PATIENT SURVEY – 2018

A big “thank you” to all who took part in the patient survey. Your feedback is valuable and helps the PPG to work with the surgery to celebrate good practice and to improve its services for you, the patients.



The analysis of your responses will take place over the coming month and we will report back to you with our findings in Issue 4 and will re-introduce our slot of ‘The Patient Asked’ – ‘The Surgery Responded’.

## PPG SURGERY

An idea has been put forward that a member of the PPG holds a “Surgery” once a month for patients who would like to raise an issue or to find out more about the PPG. This would be in addition to the “Meet and Greets” that are held on a regular basis and would be on a fixed day/date of the month. To gauge whether or not this would be useful, your feedback would be very much appreciated. Please leave your feedback on [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com)

NB: This would not be a forum to make complaints as there is a set procedure for dealing with this.

## A SPECIAL REQUEST - let the surgery have your email so we can keep you informed

We currently have paper copies of the newsletter available in the surgery for those of you who do not use a computer or who prefer a paper copy. In order for us to reach as many patients as possible we have been sending the link to the newsletter either by email or by text.

We have been informed that sending out the link by text is a cost to the surgery and as we would wish the surgery to use their funds more appropriately, could you please let us have your email address, if you have one, so it can be emailed out at no additional cost.

If you currently receive a link via text message and would like to continue receiving our newsletter please click on this link [Update Contact Details](#) to inform the surgery of your email or let reception know. Once your details have been entered, the surgery will bounce a message back to you asking you to verify your email address. It is important that you do this, because if the email address is not verified – although you have given us this information we will be unable to send you the newsletter and other important updates via email.



### PATIENT FEEDBACK ON THE NEWSLETTER



We would love to hear your feedback on the newsletter. Did you find it useful and informative? Is there something you would like us to cover in future newsletters? Do you have a non-clinical question that you would like answered? If so, email us at [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com) or leave a comment in the PPG Comments Box in the surgery – with your contact details and we will get back to you.