



Salisbury Times

AUTUMN 2016

GP Update

Following the retirement of our senior partner Dr Olive Fairbairn, Dr Albert Cave has now taken on that role. We wish Olive many happy times ahead! Dr Alice Earl has become a full partner at the Practice and Dr Suzanne Marshall our new salaried GP.

Surgery Staff News

We are pleased to announce that our new Practice Nurse Sarah Moger and new Health Care Assistant Georgina Sharpe have both settled in nicely and we welcome them to our team.

Clinical Pharmacist

The Surgery now has an in-house pharmacist, Jo Chater, for 3 days a week to support our clinicians with patient medication reviews, queries and issues.

Medical Students

The Practice is committed to the ongoing education of medical students and as such will be training 4 students over the coming next 6 months.

Dementia and Alzheimers Disease

Our Practice Nurse Pip Regan has taken on the role of Dementia Champion following the Practice's achievement in obtaining 'Dementia Friendly' Status by Wessex Academic Health Science Network. We have implemented changes within the Surgery to improve support for the care of people with dementia and their carers.

Fund Raising



The fund raising event held in May by the Patient Participation Group raised £437.30 which, added to other funds raised, and donations received at the surgery, achieved our target of £1,000. Many thanks to all who delivered leaflets, helped on the day, donated items for sale (and helped clear up afterwards!).

This amount has enabled the Practice to buy 3 Diagnostic Wall Stations for the consulting rooms. These wall stations house an ophthalmoscope and an otoscope used by your GPs to look into your eyes and ears and are items not funded by the NHS.



FLU SEASON HAS ARRIVED!

We are now booking eligible patients into our Saturday flu clinics. If you are over 65, in an at risk category or have a child aged between 2 and 4 years of age, please contact our reception team to book an appointment.

CQC Inspection and Report



Alexander House Surgery is delighted to announce that, following a rigorous audit by the Care Quality Commission (the independent regulator of health and social care in England) the Practice has received a GOOD qualification of it's services. The full report can be viewed on our website -

www.alexanderhousesurgery.com

Accessible Information Standard

We want to get better at communicating with our patients.

We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in large print or easy read.

We want to know if we can support you to lip read or use a hearing aid or communication tool.

Please tell the receptionist when you arrive for your next appointment and we will do our best to help you.



Online services available

Did you know that we offer the facility to book both your doctor appointments and order your repeat prescriptions online?

Before you can start booking GP appointments and ordering repeat prescriptions online (using a system called Patient Access) you must first register your details. If you would like to register for Patient Access please pop into the surgery with 2 forms of ID. One must be photographic and the other must confirm your address. Once registered at the practice you will be provided with a letter containing some access details. You will then need to 'Register' on Patient Access.

When registered you will be able to view and order your repeat prescriptions, view any appointments you have already made, cancel them if necessary, or book a new appointment with the doctor.

FEEDBACK ON YOUR SURGERY!

The Practice is always looking for ways that we can improve your experience at the Surgery and we have a Patient Participation Group which meets bi-monthly with members of the Practice. There is also a 'Virtual Group' which receives copies of the agendas and minutes and provides feedback via email.

Have your say and get your views heard. Join our 'Virtual Patient Participation Group' - your input is welcome!

To register your interest in joining our Virtual Patient Participation Group and for information on becoming a member please contact:

Martin James Tel: 01252 544698 or email martinjean.james@ntlworld.com

This news sheet is produced by The PPG (Patient Participation Group).

