



Salisbury Times

Spring 2013



ONLINE PRESCRIPTIONS

Following the implementation of the new computer system, repeat medication can now be ordered online.

In order to register for this service, you will need to provide photographic ID, together with a form of proof of address.

The receptionists will provide you with your username and full instructions on how to use the service.

NHS 111 SERVICE

NHS 111 was launched on 22nd January 2013.

This replaces the previous Out of Hours Service and has been introduced to make it easier for patients to access local NHS healthcare services.

You can call 111 when you need medical help fast but it's not a 999 emergency.

NHS 111 is a fast and easy way to get the right help, whatever the time.

Find out more at www.nhs.uk/111

MISSED APPOINTMENTS

The surgery is experiencing increasing numbers of DNAs (Did Not Attend). We are monitoring our appointment system on a daily basis to search for patients who have missed an appointment with a GP or nurse. Appointments at the surgery are much sought after and DNAs lead to serious waste of time and resources.

If you are unable to attend an appointment we request 24 hours notice of cancellation. If an emergency situation means you cannot attend on the day, please phone the surgery as early as possible before the appointment time to let the reception team know you cannot attend. Cancellation within 15 minutes of the appointment time will still be recorded as DNA.

Please be aware of our DNA policy as follows:

1. Patients missing 1 appointment within a 12 month period will receive a warning letter informing them of our DNA Policy.
2. Patients missing 2 appointments within the same 12 month period will receive a second warning letter explaining that failure to attend any further appointments may result in them being removed from the practice list.
3. Patients missing 3 or more appointments within the same 12 month period will be discussed by the GP partners and a decision made as to whether the patient is removed from the list. Patients will receive a letter informing them of the decision

From April 1st 2013, North East Hampshire and Farnham Clinical Commissioning Group (NEH&F CCG), a group of 24 GP practices, will assume responsibility for the buying of healthcare for the 218,000 residents registered at practices in Farnham, Aldershot, Farnborough, Fleet, Yateley and the surrounding areas.



**North East Hampshire and Farnham
Clinical Commissioning Group**

NEH&F CCG will have a budget of around £229m to spend on local health services and we will be accountable to the local community and the NHS Commissioning Board for how money is spent on healthcare in the area.

The 152 primary care trusts (PCTs) that currently commission healthcare services nationally are being abolished as part of the government's health reforms as Ministers want local groups of clinicians (Doctors and Nurses) and patients to have a far greater say in planning hospital, community health, mental health and prescribing services locally.

If you would like to know more please see the NEH&F CCG website www.northeasthampshireandfarnhamccg.nhs.uk



PATIENT GROUP

In order to allow more people to be involved with the PPG, we are looking for further patients to join our "virtual group".

Opinions and comments are sought via email and members can raise any points/concerns for discussion at the surgery meetings.

If you would like to become involved, please email: martinjean.james@ntlworld.com or complete the form at reception.

Dr Ferguson retired on 31st March 2013

Many of you may know that Dr Ferguson retired from the surgery on 31st March 2013. Dr Ferguson has been working at the surgery since 1980 and will be greatly missed. He will be continuing his work within the NHS as Deputy Medical Director for the Hampshire and the Isle of Wight National Commissioning Board.

Dr Hampshire joined the partnership on 1st April 2013

We are delighted to announce that Dr Hampshire joined the partnership on 1st April 2013, replacing Dr Ferguson following his retirement from the practice. Many of you already know Dr Hampshire as he has been working at the surgery on a temporary basis since September 2012.

Staff

Lorraine Allen and Deborah Lowers have joined our busy reception team and bring with them experience and knowledge having working in GP practices before.

QUESTIONNAIRE 2013 RESULTS

There was a disappointing response to this year's questionnaire, compared with 2012. As before, the results will be displayed within the surgery and on the website, together with any appropriate action plan.



The Patient Group hope to raise £1000 to provide a 24 hour blood pressure monitor for the practice.

Our first event, "Bloomin' Good Cakes" will be held in the surgery car park on Saturday 18th May from 10am—2pm.

We will be selling plants, homemade cakes, books, etc.

If you would like to come along and help on the day, or can offer items for sale, please contact h.applegarth@ntlworld.com

Since November 2012, the surgery has averaged 97 missed GP and 116 missed Nurse appointments each month.

As there is a significant cost to the surgery for every missed appointment, please contact us as soon as possible if you are unable to keep your appointment for any reason as this will enable someone else to be seen.

During January, February & March, the number of missed appointments were:

GP - 258

NURSE & PHLEBOTOMIST - 305



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alexanderhousesurgery](http://www.facebook.com/alexanderhousesurgery)

Salisbury Road
Patient Group

This newsletter has been produced by the Salisbury Road Patient Group on behalf of the Surgery.

CAR PARKING OUTCOME

Following protracted negotiations between the surgery, PPG and Rushmoor Borough Council, the disabled parking is now in place on the surgery side of the road. Certain blue badge holders are still entitled to use the Pay & Display car park free of charge.