

Salisbury Times



Autumn/
Winter



Online Appointments and Online Prescriptions

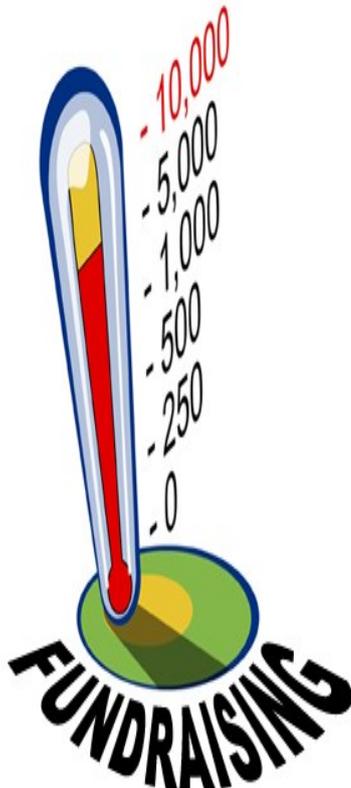
The surgery is now pleased offer online booking of GP appointments in addition to online ordering of repeat prescriptions. This facility is proving very popular and we are excited to be able to offer new ways to enable patients to book an appointment.

To register for this service please visit the surgery and enquire at the reception desk. You will be asked for photographic proof of ID for the receptionist to print out the information needed for you to register.

Patients already signed up for online prescriptions do not need to register again, the option to book an appointment will automatically be there when you next log on to the www.patient.co.uk website. Once registered you can book a routine appointment with your GP up to 2 weeks in advance.

Fund Raising

Following on from our "Blooming Good Cakes" event and continued donations coming into the surgery, we are please to announce that we have raised so far £820.15. More events are being planned for the future to help us to reach our target of £1,000 to enable the surgery to purchase another 24 Hour Blood Pressure Monitor. A big Thank You to everyone who has helped so far.



New Practice Nurse

We are delighted to welcome our new nurse Pip Regan to the surgery team. Pip started with us in September and will be working at the surgery 4 days a week, joining Linda in providing the nursing requirements of our patients.



Missed Appointments

In the last five months:

281 Patients did not attend their appointment with a GP

382 Patients did not attend their appointment with a nurse/phlebotomist

Appointments are much sought after and DNA's can result in a serious waste of time and resources. If you need to cancel an appointment, please contact the surgery as soon as possible before your appointment time to enable that appointment to be used by someone else

“ A TV in the waiting room” I hear you say.....

We are now able to keep patients up to date on the services the surgery and the local Health Care Community provide on our new TV screen.

Hopefully this will prove to be a welcome and interesting distraction to patients while they wait to see the doctor/nurse or other healthcare professional.



Summary Care Records

Today, records are kept in all the various places where you receive care. These places can usually only share information from your records by letter, email, fax or telephone. This can slow down treatment and sometimes information can be hard to access.

Summary Care Records has been introduced to improve the safety and quality of patient care. It is an electronic record that will give healthcare staff fast, easier access to essential information about you, to help provide you with safe treatment when you need care in an emergency or when your GP practice is closed.

You should have received a letter in the post regarding this before a Summary Care Record is made for you. If you choose to have a Summary Care Record you do not need to do anything. Healthcare staff will ask your permission every time they look at your Summary Care Record. If you don't want a Summary Care Record, you need to let your GP Practice know by filling in and returning the opt-out form which was enclosed with the recent letter.

Find out more at <http://www.nhscarerecords.nhs.uk/>

The Salisbury Road Patient Participation Group -Represents YOU

The group meets once every two months with members of the Practice to discuss matters relating to the Surgery. Amongst other things, we have been in consultation with Rushmoor about parking, who have suggested improvements to the surgery and have been fund raising for equipment not covered by the Surgery's budget. **If you would like to be involved...**

There is a vacancy on the group that meets bi-monthly with members of the Practice, and also we would like to have new members of the 'Virtual Group'

The 'Virtual Group' receives Agendas and Minutes of meetings and their opinion is sought via email. If you would like to know more about either of the Groups please contact Martin at: martinjeanames@ntlworld.com or leave a note at reception.

Ideas for Fund raising, please contact Heather at: h.applegarth@ntlworld.com

Any feedback regarding Care in the Community, the 111 Service, and other issues such as Diabetes Care, Mental Health Care etc., contact Audrey at audreygaudrey@aol.co.uk

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

Alexander House Surgery, 2 Salisbury Road, Farnborough, Hampshire, GU14 7AW
