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Complaints and Comments

When a registered patient of this Practice wishes to make a complaint or offer a compliment about our service provision to them, we are always happy to be informed. Please inform the Practice Manager of the matter and the Practice will be pleased to respond.

Wolverhampton Road GP Surgery

Practice News and Patient Views

1. Extended Access .

Included in the Autumn 2018 issue of this Newsletter it was reported that a NHS England and the Federation of local GP Practices have set up t a routine appointment service to patients outside their own normal surgery opening hours. These hours were:

6.30p.m. till 8.00p.m. during all Weekdays. and

9.00p.m. till 1.00p.m. during Saturdays. and

10.00p.m. till 12.00 mid-day on Sundays.

These appointments are only bookable through the Wolverhampton Road Surgery during normal daily opening hours and the appointments will be made available at a surgery which will be identified at the time of booking within the federation area. This facility will help to overcome difficulties encountered by patients who work during normal surgery hours and those who experience difficulties in booking a GP appointment when all available slots are filled by advanced booking procedures.

2. Telephone system Update

Despite many attempts to improve the Practice Telephone answering service, some difficulties continue to exist. What has been agreed is that during busy demand periods the number of available incoming lines will be increased together with an increase in staff available who answer them. The main difficulty appears to be in the time taken between a call being answered with the request to choose an option and then the delay in actual answering the option chosen.

Since many changes have been introduced in recent times it was decided to give the system time to settle before reviewing it further in the new year.

3. Re-ordering prescriptions

Patients are prescribed their regular medication for a period of either one, two or three months, whichever is most appropriate for the patient.

In this age of the use of electronic re-ordering prescriptions it is possible for certain patients to have repeat dispensing prescription covering up to twelve months of prescription supplies held safely by their chosen pharmacy and issued upon appropriate agreed dates during the twelve month period. This is for patients that are usually stable and take the same medication every day. Please ask at the Practice for further information.

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4. Patient communication methods.

The Practice have three methods of patient communication. Two of which require digital media communication methods. Namely these are:

- The Newsletter issued by the Patient Participation Group (PPG).
- The Practice Web page.



www.wolverhamptonroadsurgery.nhs.uk

- The Practice Facebook page. (To observe this you must have registered with Facebook)

It was also noted that the practice now have a remote digital monitoring system called Florence (Flo). This can be used to record to transmit for example Blood Pressure readings back to the Practice upon which appropriate action can be taken where appropriate. Please ask at Reception for further details.

5. Final Flu Drive.

The Practice Flu vaccination process has been available for those qualifying patients who can have free of charge as a means of protection against serious strains of the flu virus. In this Practice 73% of patients in the age range of over 65 have taken up this provision. This means that nearly 30% of patients in this category have not. The Practice medical professionals strongly recommend that particularly that ALL vulnerable over 65's take this up for their own good. The Practice will continue to make available ad-hoc vaccination provision to any patient who qualifies until the end of January 2019.

6. Non attended appointments.

The practice have identified 305 patients who did not attend (DNA) for their booked appointments during the months of October and November. These include 133 males and 172 female patients. Patients are reminded to PLEASE make sure that you cancel any appointments that you can't attend so that the appointment can be given to patients who are anxious to consult a member of the practice Medical Professionals. Option 1 on the Practice phone system is dedicated to patients wishing to cancel an appointment.

7 Incontinence service issues.

It has been brought to the attention of the PPG that patients who have to cope with incontinence are having difficulty caused by the lack of quality and quality of incontinence appliances and materials. This has caused many patients and their carers to experience stress in trying to cope. The PPG have agreed that this issue should be taken to the Patient Council to address urgently.

8. The Future.

The PPG would like to wish all readers of the Newsletter a very happy and healthy New Year.

Attached with this newsletter is the first of a series of proposed 'Focus on' articles.

We hope that you find the articles interesting and informative. This Newsletter's article is focusing on the Breast Screening Service. For further information please ask at reception.