

Summer – August 2016



www.southbournesurgery.com

Accessible Information Standards for GP Practices

Do you have any information or communication needs i.e. a disability, impairment or sensory loss? Our aim at Southbourne Surgery is to meet those needs and to enable you to access and receive information in a way you can understand. Please contact reception, giving details on how we can meet those needs.

Car Parking

The new staff car park is almost complete. Staff are looking forward to using it therefore freeing up much more space in the patient car park. This should solve the problem for patients during busier times when the car park can become congested.

Staffing

Sadly we said goodbye to Dr Winnie Kwong in July. She has been with us for the past year and has been a popular part of the team with patients and staff alike! We welcome our new ST3, Dr Rob Colaco, (a qualified Doctor in his final year of specialised GP training) who will be with us a year from August. We are also lucky enough to have another part time ST3 joining us in September for a year, Dr Tim Cassford. Doctors that are here under the final part of their training are always supervised by one of our partners and are always able to call upon the benefit of their experience.

A Reminder - New On-line Access for Patients

Patients can now have online access to their coded medical records, medical summary, blood test results with Doctors comments, as well as the usual services of ordering prescriptions on line, booking Doctors' appointments, cancellations of Doctors and Nurses appointment. These services will hopefully save patients unnecessary trips to the surgery. For more information simply pop into reception, complete an online form with photo ID, then we will do the rest or alternatively print off the form from our website by clicking on Online Services (on the right hand side of opening the opening page), then clicking on Patient Application for System Online, complete the form and bring it into the surgery with some photo IDit really is that easy!

Wasted Appointments

We understand the need for patients to be seen by a clinician as soon as possible and will always do our best to ensure you are seen. Therefore we are continuing to audit our missed appointments as discussed in our Action Plan with the PPG. We are experiencing lots of patients who simply forget their appointments or have made other plans. Can we ask that you make a note of your appointments, ensure we have your correct mobile numbers so we can send you a text message reminder, or telephone to cancel so that someone else can make use of the appointments as they are precious for all our patients, thank you.

Patient Late Arrivals for Appointments

Please try to make sure you arrive in good time for your appointment, taking into account journey times when booking appointments and planning your arrival.

We do understand that an occasional delay is unavoidable therefore if you do arrive late, it is at the discretion of the Clinicians whether you are seen, however, patients will generally be asked to rebook. Late arrivals that lead to cancellations cause an appointment to be wasted which could have otherwise been used. It is important that you arrive on time.

Please also remember that one patient's late arrival can have knock on effects on other patients' appointment times, causing the Clinicians to run late.

KEEP IT, CANCEL IT, BUT PLEASE DON'T FORGET IT

Smoking Cessation

If you are thinking of quitting smoking, we have nurses who are trained to help you quit. Ring the surgery today (01243 388740) to make an appointment – don't delay, we are here to help you make the change!!

CQC Inspection

We are thrilled to tell our patients that we have received a really good CQC inspection with amazing feedback from the team. From mid-August the full report will be on our Web Site and in the surgery waiting room.

Patient Participation Group

Once again we would like to invite as many of our patients as possible to join our PPG. It is not too onerous with mainly email contact and two face to face meetings a year for those who are able to attend. Please ask at reception if you are interested, we really do value your thoughts.

Claire McCann

Patient Liaison Coordinator