

Newsletter April 2016

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Seasonal Allergies:

If you have had hay fever or seasonal allergy medication in the past there is no need to see a doctor.

The practice reception team will be happy to issue a repeat prescription. Please ask a member of the team.

Appointments:

Your doctor or nurse appointment is a vital opportunity to get the best treatment for your health so it is important to make the most of your visit.

When you telephone the surgery to make an appointment the receptionist will always ask the reason for your visit. This is to ensure that the doctor or nurse can prepare as much as possible for your medical needs. If you have a complicated problem please ask for a longer appointment when you book.

Routine appointments – These can now be pre-booked in advance. Patients will be offered the next available appointment by reception team.

Emergency appointments - Patients who believe they should be seen as an emergency, and on the same day, will be given an appointment. This appointment will be for **one urgent problem only** and patients will be allocated the next available time slot and GP. Reception team staff will always ask the reason for the emergency in order to better inform the GP who will risk assess the medical problem in advance of the consultation.

Patients should note that reception team staff cannot book an emergency appointment if the reason for the emergency is not given at the time of booking. GPs will only be able to discuss the 'urgent' problem with the patient during the appointment consultation.

DNA (Did Not Attend Appointment):

In March 259 patients did not attend their booked appointment. Please help us by cancelling your appointment if you don't need it anymore or are unable to keep it.

Patient Participation Group (PPG):

Would you like to have your say about the services provided at Walderslade Surgery?

The Walderslade PPG is actively seeking patients to join the existing group. They are looking for people of any age, gender or background to attend a quarterly meeting to discuss changes or ideas to improve the services provided at the practice.

The next meeting of the PPG is scheduled for Tuesday 10th May, 10.00am, at the surgery. If this is something you are interested in joining please ask a member of our reception team or complete one of our expression of interest forms available in the practice waiting rooms and we will contact you.

Walderslade Surgery

www.waldersladesurgery.co.uk

Walderslade Surgery Online Access to Medical Records:

The facility for patients to view online, export or print detailed **coded*** information held in their own medical records is offered at this practice and is available from 30th March 2016.

Patients should be aware of what medical information they have access to and what it means to them.

- No consultation entries will be visible, only information that is coded.
- No documents / attachments will be visible.

*Coded information - Read Codes:

Read Codes are a coded thesaurus of clinical terms and have been used in the NHS since 1985. They provide the standard vocabulary by which clinicians can record patient findings and procedures in health and social care IT systems across primary and secondary care e.g. General Practice surgeries and pathology reporting of results.

If you would like to apply for access to your GP medical records please see a member of the reception team to request an application form. Your application will take up to 14 days to process when a decision to allow access will be made by the practice. This process does not apply to patients who want online prescription and appointment access only.

This practice currently offers the facility for patients:

- To book, view, amend, cancel and print appointments online.
- To order online, view and print a list of their repeat prescriptions for drugs, medicines or appliances.

Patients already registered to access online prescriptions and appointments and who now want access to view their medical records will need to complete the Online Access application form again. Patients will not be issued with another password but the practice will still need to vouch for and verify a patient's identification.

Certificates and Forms

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| Private sick note or short letter | £10.00 |
| Passport form / photograph | £20.00 |
| Driving licence photograph | £20.00 |
| Taxi driver form (no medical required) | £20.00 |
| Freedom from infection | £10.00 |
| Provident association claim form (i.e. BUPA) | £20.00 |
| Sickness / accident insurance claim form | £20.00 |
| Holiday cancellation / insurance claim form | £20.00 |
| Fitness to travel | £10.00 |
| Health club – patient fit to exercise | £10.00 |
| School fees insurance claim form | £20.00 |

Medical Examinations and Reports

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| Pre-employment medicals: LGV, HGV, PCV, taxi driver, fitness for sport, seatbelt exemption, elderly driver fitness, racing driver fitness: | |
| Extract from medical records (depending if hard copy or electronic format required) | £10.00 to £40.00 |
| Pro-forma report (no examination required) | £50.00 |
| Examination / medical | £100.00 |