

# Newsletter June 2015

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## Patient Partner:

Patient Partner is a new service. It enables our patients to book, check or cancel an appointment at any time, **night or day**, without speaking to a receptionist.

Call the surgery and use your telephone keypad to key in your contact telephone number and date of birth and follow the options when prompted. You can still talk to a receptionist during our opening hours by pressing option '2'.

**Please make sure we have your up to date contact details (otherwise the system won't recognise the details you enter).**

As with all new services and automated systems there will be 'teething problems'. Please let us have your comments so that we can make sure we get the service right for you.



## Pharmacy *first*

Barnsley GPs and pharmacies are offering a new service which gives you more choice and easier access when it comes to treating minor illnesses and ailments.



The service is called Pharmacy *first* and means that you can get advice and/or medicines for common less serious illnesses from your local pharmacy, without having to make an appointment with your GP.

If you don't normally pay NHS prescription charges, then any medicines supplied under the Pharmacy *first* scheme will be FREE.

If you do pay for your prescriptions, then the cost of the medicines should be much less than the prescription charge and you get the same advice from your pharmacist.

**Your pharmacist is a qualified health care professional who can help with your health problems. Look for the Pharmacy *first* sign.**

For information go to [www.barnsleyccg.nhs.uk/patient-help/pharmacy-first.htm](http://www.barnsleyccg.nhs.uk/patient-help/pharmacy-first.htm)

## Hay Fever and Seasonal Allergies

Did you know that if you have had hay fever or seasonal allergy medication in the past there is no need to see a doctor? Walderslade Reception Team will be happy to issue a repeat prescription.

**Walderslade Surgery**

[www.waldersladesurgery.co.uk](http://www.waldersladesurgery.co.uk)

## Walderslade Communications Manager

Pat Gregory is our new communications manager. Many patients will know Pat as she has worked at the surgery for over 25 years. She has a wealth of experience and in her new role can advise patients about the many community health services available and will provide information and signposting to individuals who would benefit or have been referred by their doctor.

For further information contact Pat on **01226 352407 between 1pm – 4pm, Monday to Friday.**

## Alcohol Awareness Initiative - Thursday 18 June 2015

The surgery will host an event in the entrance foyer to raise awareness of alcohol issues and the impact it can have on our health and communities. Staff from the Barnsley Substance Misuse Team will be available all day to answer any questions. Alternatively contact Pat Gregory for more information about this event or alcohol related services.

## Missed Appointments

We have feedback that it is difficult for our patients to book appointments. We decided to review our system and were surprised to see that during an average month we had at least 210 appointments for which people booked their appointments and then did not attend (known as DNA's).

This means that we have lost valuable time for patients to have face to face contact with our doctors and nurses.

**Please can you help us and other patients by letting us know as soon as possible if you are unable to attend an appointment. We can then offer the appointment to someone else.**

## Latest Walderslade Surgery DNA Statistics

**13 April – 12 May 2015  
(20 working days)**

- ❖ 3953 doctor and nurse appointments were available for patients to book.
- ❖ 219 patients did not attend their booked appointment and did not contact us to tell us.
- ❖ **This equates to 36.5 hours\* of lost / wasted doctor and nurse time.**

\* Based on an appointment slot time of 10 minutes although many nurse appointments vary between 10, 20 and 30 minutes.

## We can remind you that you have an appointment.....

Our MJog automated messaging service will remind you that you have a booked appointment. It will send you either a text, telephone or email message approximately 24 hours before. If you can't attend your appointment you can reply by entering **CANCEL** and the service will automatically cancel your appointment without you actually having to call the surgery.

Please ask a member of our Reception Team for details on how to sign up for the MJog messaging service.

It's important that we have your up to date contact details so please let us know if they change.

