



Welcome to the Summer 2015 edition of our Practice Newsletter. This edition includes details of GP changes within the Practice, progress on our plans to extend our Glevum Way surgery, the continuation of Choice+ appointments, and our improved Online Services.

Jan Robertson

Practice Manager

GP Changes

We recently said farewell to Dr Royse Murphy, who retired from the Practice on 31 May 2015. We will also shortly be saying goodbye to Dr Chris Remfry, who is leaving the partnership on 31 August 2015. We have been fortunate, despite the current national shortage of trained doctors, to be able to recruit three high quality GPs to replace Dr Murphy and Dr Remfry: Dr Sarah Cardew joined the Practice as a salaried GP on 17 May 2015, Dr Ruth Thompson followed as a GP Partner on 1 July 2015, and Dr Tara Hunt starts, also as a GP Partner, on 1 September 2015. More information on our newly arrived GPs can be found on our website www.hadwenmedicalpractice.co.uk

Choice+ Appointments

Following a successful bid for funding from the Prime Minister's Challenge Fund, the Choice+ appointment scheme has been extended until at least 31 March 2016. This scheme extends the role of Gloucester Health Access Centre (GHAC) and Matson Lane Surgery to offer additional same day appointments in order to free up time at participating surgeries to enable them to focus on more planned care and support of identified patients. All patients are still triaged by our on call team and only those requiring an urgent appointment which is not related to the ongoing care of a previously diagnosed condition are offered an appointment at GHAC or Matson Lane.

Extension to our Glevum Way Surgery

We are pleased to announce that, following protracted negotiations with Gloucester City Council and Morrisons, the Practice has finally purchased the land to the rear of our Glevum Way Surgery to enable our existing building to be redeveloped and extended. An application for planning permission was submitted on 19 June 2015 and we plan to hold a series of events throughout August and September where you will be able to add your support to the project.

Messages with Repeat Prescriptions

Occasionally we may add a message to the paperwork that you receive if you have repeat prescription. These messages are usually to notify you that you require a blood test or blood pressure check before your next repeat prescription is due. Please therefore remember to check the paperwork that is inside the prescription bag that you collect from your pharmacy to see whether a message has been sent by your GP.

Online Services

We now offer an improved online service enabling you to book your appointments and order repeat prescriptions online. To register for online services please login to our website www.hadwenmedicalpractice.co.uk and select the 'register for online services' option. Once registered, you will have access to the following online services:

Online appointment booking. You will have the flexibility to book and cancel GP appointments at all three of our sites from home, at work or any location with internet access. You will not have to queue at the Practice or wait on the telephone and you can manage your appointments both inside and outside practice opening hours.

Request your repeat prescriptions. You will be able to request your repeat prescriptions quickly online by logging into your account and simply selecting the appropriate boxes. You can review

the progress of your repeat prescriptions and any message that the practice may have sent to you.

Patient Participation Group

The Patient Participation Group (PPG) meets regularly with representatives from the Practice to discuss topical issues, express views on planned service developments, and raise any issues which are of concern and/or will help improve the standard of care offered by the practice. We would still welcome applications to join the PPG particularly from young adults and those with young families. Please use the 'your comments' section of the website to advise the Practice that you would like to become a member of the PPG or notify the reception staff at any of our surgeries.

Did Not Attend (DNA)

In last July's newsletter I wrote about the high number of patients who DNA appointments being a cause of great concern for the practice. Unfortunately there has been little improvement in the DNA rate over the past 12 months. Please do your part in improving patient access by remembering to cancel an appointment if you no longer require it. There are many ways that you can cancel an appointment - in person, by phone, through Online Services, or by text if you are signed up to our appointment reminder service.

Flu Clinics

The dates for this year's flu clinics have been set as Saturday 26th September 2015, and Saturday 17th October 2015. Eligible patients will be advised by letter, in early September, of the day and time that they are invited to attend for their flu inoculation.

Our Appointment System

In September 2014 we simplified our GP appointment system. The appointment types that we now offer are as follows:

Urgent

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

Telephone Consultation

Suitable for patients who do not need to be seen in person.

Routine

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These appointments are available to book up to eight weeks in advance either by using the online services or by phoning, or calling into the surgery. A limited number of routine appointments will also be released each day at 1230 for appointments the following working day. These appointments can be booked by phoning or calling into the surgery, or through our online services.

If you do not require an urgent, same day appointment, we would be grateful if you therefore do not phone or call into the surgery until after 1230. This will enable urgent appointment requests only to be dealt with in the morning, and therefore spread demand on our telephone system more evenly throughout the day which should, in turn, hopefully reduce the waiting time for phone calls to be answered during peak periods. Please also try and help ease demand by considering other sources of advice and support so that appointments are available for those with the most need. Our website gives good advice about colds, sore throats, coughs, and other ailments. Your local pharmacist can advise you about these issues too. Please also remember that injuries should be seen at the A&E department of Gloucestershire Royal Hospital.

Opening Hours

Please note that with effect from 1 September 2015 our St Michael's surgery will be closed all day on Thursday's. A reminder also that we have extended opening hours on Tuesday's, and Wednesday's (open until 8pm), and Saturday's (Open until 10.30 am) at our Glevum Surgery. Please see our website or noticeboards at our surgeries for full details of the Practice's normal opening hours.