



**Welcome to the latest edition of our Practice Newsletter. This edition includes details of support that we give to Carers, an update on our plans to extend the Glevum Way surgery, details of free NHS Health Checks, and refinements we have made in an attempt to reduce the number of people who do not attend booked appointments.**

*Jan Robertson*

Management Partner

## **Carers**

We recognise the valuable role of Carers; those who support and care for others, and have compiled a register to identify Carers to ensure that we can offer all possible help and advice to support them in their essential caring role. If you are caring for someone, at home or elsewhere, who has a physical or mental illness, has learning difficulties, suffers alcohol or drug addiction problems or who is disabled, elderly or frail then you are a Carer. Carers often do not recognise themselves under the term "carer". They see themselves as just helping someone who could not remain living in their own home without the help they provide. A Carer can be an adult or a child. Many Carers juggle paid work or study with their unpaid caring role. The term "carer" should not be confused with that of an employed care worker or someone who acts as a volunteer for an organisation. To newly register as a Carer with the Practice, please visit our website [www.hadwenmedicalpractice.co.uk](http://www.hadwenmedicalpractice.co.uk) or ask at reception for the relevant form. We also have a Carers noticeboard at our Glevum Surgery which contains useful and relevant information to assist patients who have a caring role.

## **Choice+ Appointments**

The Choice+ Appointment Scheme has been further extended until at least September 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 - Update**

We are delighted to announce that planning permission was granted in November 2015 for the extension to our Glevum Way Surgery. We are now in the detailed design stage with our architects before going out to tender for the building works. Building is due to commence in the early summer and should take approximately twelve months to complete. Once the new building has been completed, the clinical rooms in the existing building will then also be refurbished and Glevum pharmacy will move to a new permanent location. During the building process there will inevitably be some disruption to the services that we provide from Glevum Surgery and there will be a requirement to offer more appointments at our other two surgeries during this time.

## **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](http://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)**

Since I last wrote about the high number of DNAs still being a cause of great concern for the Practice we have made some further refinements to our DNA processes. There is now a dedicated 24 hour appointment cancellation phone line, 01452 505879, which patients can call and leave a message if they can no longer attend an appointment. A text now also goes to anyone who DNAs any appointment, and a letter is sent to anyone who DNAs two appointments within a six month period. If the patient then fails to attend a further appointment within the six month period they are invited to the Practice to discuss the reasons why they are not attending their appointments. If, after all of these reminders/discussions the patient continues to fail to attend their appointments we do have the last option of removing them from our Practice list. It is hoped that these refinements will have a measureable effect on significantly reducing our DNA rate, enabling more appointments to be available for those who genuinely need them. 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.

### **Free NHS Health Checks**

We are offering free NHS Health Checks to people aged between 40 and 74; the check is to assess any future risk of developing heart disease, stroke, kidney disease or diabetes. If there are any warning signs by taking early action we can work together to improve an individual's health and prevent the onset of these conditions. The check will take place at our Glevum Way Surgery and will consist of a simple blood test to measure cholesterol level, glucose and kidney function. This will be followed by a 30 minute appointment approximately a week later, when the results of the blood test will be available. The check is based on straightforward questions and measurements such as age, sex, family history, height, weight, and blood pressure. We are inviting eligible patients for the check alphabetically and are currently sending letters to those patients with surnames beginning with 'S' as well as those patients who have turned 40 within the past two years. If you have already been offered an NHS Health Check and would now like to book an appointment please ring the surgery on our dedicated NHS Health Check appointment line, 01452 505853, between 9am and 4pm weekdays. You will also need to complete a pre-assessment questionnaire which can be collected from the surgery when you attend for the blood test.

### **Opening Hours**

Please note that our St Michael's surgery is now 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 11.30 am) at our Glevum Surgery. Please see our website or noticeboards at our surgeries for full details of the Practice's normal opening hours.