



# FRESSINGFIELD MEDICAL PRACTICE

## NEWSLETTER - FOR PATIENTS OF FRESSINGFIELD & STRADBROKE MEDICAL CENTRES WINTER 2012

WELCOME TO OUR NINTH NEWSLETTER

Thank you for taking the time to read our newsletter. We hope you find it interesting and informative.

**WEBSITE – [www.fressingfieldmedicalcentre.co.uk](http://www.fressingfieldmedicalcentre.co.uk)**

**You can book doctors appointments (ask at reception for more details), order repeat prescriptions and keep up to date with all the latest practice news.**

### BANK HOLIDAYS

The bank holiday season will soon be upon us again. The practice is always extremely busy during this time, so we do ask you to bear with us over the coming months. Below is a guide to when your medication will be ready for collection during the Easter Period

DAY ORDERED	TIME ORDERED AM – B4 12 PM – Aft 12	DAY READY FOR COLLECTION ( <u>2 WORKING</u> DAYS AFTER)
Monday 2 <sup>nd</sup> April	AM	Wednesday 4 <sup>th</sup> April
Monday 2 <sup>nd</sup> April	PM	Thursday 5 <sup>th</sup> April
Tuesday 3 <sup>rd</sup> April (This is the deadline for collection prior to Easter)	AM	Thursday 5 <sup>th</sup> April
Tuesday 3 <sup>rd</sup> April	PM	Tuesday 10 <sup>th</sup> April
Wednesday 4 <sup>th</sup> April	AM	Tuesday 10 <sup>th</sup> April
Wednesday 4 <sup>th</sup> April	PM	Wednesday 11 <sup>th</sup> April
Thursday 5 <sup>th</sup> April	AM	Wednesday 11 <sup>th</sup> April
Thursday 5 <sup>th</sup> April	PM	Thursday 12 <sup>th</sup> April

Please note that there are also bank holidays on the following days:

Monday 7<sup>th</sup> May  
Monday 4<sup>th</sup> June  
Tuesday 5<sup>th</sup> June  
Monday 27<sup>th</sup> August

#### CAR PARKING AT FRESSINGFIELD

Work started on an extension to the car parking area in February 2012. We apologise to patients for any disruption caused during this time. We received some funding from NHS Suffolk and the practice also provided some funding. Although, we have not been able to provide as many additional parking spaces as we would have liked, it is start, and we will be able to expand on it in future if we receive any additional funding.

#### 'DNA's' (Did Not Attends) & TEXT MESSAGING

Patients not attending for appointments is still a major issue for the practice, we lose on average 12 hours of appointments every month, 80% of missed appointments are due to forgetfulness. If patients receive a 'text' reminding them of their appointment it does reduce the number of 'DNA's'. Would you like to receive a 'text' reminding you of your booked appointments? If yes, please register your mobile phone details by filling in the forms on display in and around the surgery or letting the receptionist know.

*Messages will not be sent to any patient under 16*

*By providing your mobile phone number you are consenting to receiving texts from us*

## **NEW COMPUTER SYSTEM**

The practice is migrating to a new clinical system on the 28<sup>th</sup> June 2012. Because we allow patients to book at least 3 months ahead, the receptionists will start using the system for appointment booking from the end of March. We are also likely to need additional time for processing your repeat medications in June. So please bear with us while we get to grips with our new system. We will keep you informed and please wish us all good luck!

## **ROLL UP FOR YOUR BLOOD TESTS**

If you are attending for a blood test please can you ensure that you remove coats/jumpers etc so that the nurse has easy access to your arm. I know that this seems a trivial thing but it really does save time for the nurses and keeps them from overrunning.

## **PATIENT SURVEY**

Thank you to all those patients that recently completed our patient survey. We are working with our Patient Group to devise a plan to address any areas of concern. We received some lovely comments from patients about the care they receive from us and everyone said that they would recommend us to someone who had moved to the area, which is great to hear!

## **HAVE YOU MOVED OR CHANGED YOUR TELEPHONE NUMBER(S)**

Please tell us if you change your address or contact details. Often important letters from us or the hospital go to the wrong address or we simply can't contact you to provide important information. So please keep us informed because it could have serious implications for your care if we do not have the right address and contact details for you.

## **ARE YOU PROVIDING THE RIGHT CONTACT DETAILS FOR US?**

Also, please ensure that when providing our address to organisations such as insurance companies you provide the Fressingfield address which is where the administration team are located.

## **PLEASE SEE THE RIGHT DOCTOR**

If a doctor arranges investigations for you, such as blood tests, X-Ray's etc for reasons of continuity of care it is important that you see or speak to the same doctor to discuss the results.

## **AM I IN THE RIGHT QUEUE?**

We appreciate that when attending Stradbroke Medical Centre it can be confusing where to queue and often patients queue up quite a while at the reception hatch with a dispensing query and have to then queue again at the dispensary hatch and visa versa. So to save you having to wait longer than necessary please can you wait at the right hatch:

**RECEPTION HATCH**  
To book appointments  
Queries that are not to do with medication

**DISPENSARY HATCH**  
Collecting Medication  
Medication Queries

Thanks for your help we really appreciate it.

## **GP COMMISSIONING**

There is a lot in the news about GP commissioning and patients ask us about the impact of GP commissioning. We are actively part of a GP Commissioning Consortia which has already been successful in commissioning many services such as the abdominal ultrasound service that allows patients to be seen in locations such as Eye rather than having to travel to the hospital. For the moment it is very much business as usual and I think everybody waits in interest to see the impact it will have from April 2013. We will keep you informed as and when things develop.