

Stanley Medical Group

Newsletter January 2011

Happy New Year and thank you for reading the first newsletter of 2011. As always, if you have any comments or suggestions for future content please let me know susan.elsbury@nhs.net



SMS Messaging – We now have the facility to text those patients who have given us their mobile phone number, which means we are now able to confirm any appointment booking, and also remind you of that appointment the day before. We may also use the service to update you with practice developments. Please can you ensure that we have the correct mobile phone number recorded. Please ask any of our admin team to check this for you, or complete one of the slips of paper that are in our Reception area.

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Patient Forum Meeting – Our group met on 8th December 2010 (minutes can be found on our website) however one of the actions that we discussed and agreed was a policy for patients who frequently miss appointments without cancelling. Our Did Not Attend (DNA) rates are high. In December we had 307 missed appointments, *over 88 Hours of GP or Nurse time.*

Whilst we appreciate that anyone can forget once, maybe twice, we cannot

continue to allow those frequent offenders to misuse the service.

It was suggested that we adopt a policy where those patients who miss 4 appointments in any 12 month period will be sent a letter warning of a removal from the list if another missed appointment occurs within that same 12 month period. We decided to commence this policy with effect from 1 January 2011. If you have any comments on this then please let us know.

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Online Ordering of Medication From February 7th 2011 the online medication ordering system is changing. You will still log on to our website www.stanleymedicalgroup.co.uk and select the link for Online Medication Requests however the next page will look different. You will need to select the tab for Current Prescriptions. **You will then need a Log On and Password.** This can be created by our receptionist and takes just seconds to do so either pop in or drop us an email at cd-pct.StanleyMedicalGroup@nhs.net and we will generate this for you.

The new site is more secure and easier to use. You will also see that there is an option to book or cancel a GP appointment. We hope to have this up and running soon so watch this space.

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Baby Clinic We have changed the day for our weekly baby clinic to a Tuesday, same time of 1.30 pm. This change will take place with effect from 18th January. Please note the **last** Friday clinic will be 7th January 2011. Please note that this clinic is for 'well babies' and you should avoid bringing poorly children to this clinic, if possible.



Appointment System You may have noticed that we are no longer 'triaging' any of our routine appointment requests, however I would like to take this opportunity to thank everyone for all of the constructive comments. We appreciate that this system worked for some types of consultation therefore we are still encouraging telephone consultation. If you tell the Receptionist that you require a telephone consultation, with either a GP or Nurse Practitioner, then she will book you a slot and you can expect to receive a phone call 15 minutes either side of that time.

Would you like help to stop smoking ?



Barbara Broadfoot, smoking cessation advisor for Derwentside holds a clinic all day Tuesday to offer one to one help and support for those who are ready to give up ! You can book your appointment at Reception today !

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Chlamydia Screening in 15 – 24 year olds.

Please note that if you hand in a urine specimen for testing, we will automatically send it for Chlamydia screening. This is in line with the government initiative to reduce the prevalence of Chlamydia in our young people. Please note that if result is positive, we will contact you by phone or letter, and will not disclose any information to anyone but you. You may receive the result by SMS texting if you make us aware of this preference.

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And Finally.... if you would like to discuss anything in this newsletter you can contact me on susan.elsbury@nhs.net or you can speak to any of our patient representatives who will discuss this on your behalf – *details can be obtained from our Receptionist.*