

Patient Newsletter

Drs Adey & Dancy

Summer 2017, Issue 29

96% of patients describe their overall experience of this surgery as good

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The results show how people feel about their GP practice.

The results of the GP Patient Survey for 2017 have now been published. To see how our patients answered please visit: <https://gp-patient.co.uk/report?practicecode=N81031>



We scored highly compared to the local and national average.

- 99% of respondents had confidence and trust in the last GP they saw or spoke to.
- 95% of respondents describe their experience of making an appointment as good.
- 98% of respondents were able to get an appointment to see or speak to someone the last time they tried

Saturday Flu Clinic

Following on from the success of previous years, we have arranged another Saturday flu clinic for 7th October. We are now booking appointments. If you are eligible for the flu vaccination please contact reception to arrange an appointment.



More clinic dates will be added in due course.

Ordering Repeat Prescriptions

We would advise all our patients to register for and use our on-line facility called Patient Access for ordering their repeat prescriptions as soon as possible. **The repeat prescription email address will be**



removed on 31st December 2017. Ordering through Patient Access is a more secure system, it removes the chance of any mistakes being made and the request goes straight to the GP. Once registered you can also book and cancel appointments. Please see the "Our Services" section of our website for further details.

Wasted medicines costs the NHS millions each year

Please support West Cheshire's "What a Waste" campaign.

- Only order the medicines you need
- Don't stockpile
- Review your medicines regularly
- Finish your course of medication - even if you start to feel better
- Check what's in your prescription bag before you leave the pharmacy



Did you know?

Even if you never open your medicines, once you leave the pharmacy your medicines cannot be recycled or used by anyone else. This means any you return are destroyed.

Positive Friends and Family Feedback

Our Patient Participation Group have analysed the returns of the Friends & Family Test from May 2016 - April 2017. All comments are anonymous and only those comments where the patient gave permission to share them have been analysed. Please see the home page of our website for further details.

Recommending the Practice:

Extremely Likely - 114

Likely - 22

Neither Likely or Unlikely - 5

Unlikely - 0

Extremely Unlikely - 0



Staff News

We would like to welcome Marilyn who joins us as a new member of our Reception team.



We also welcome our new GP Registrar Dr Helen Monk who will be with us for the next few months.