

# Patient Newsletter

DRS ADEY &  
DANCY

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## Why does the receptionist need to ask what's wrong with me?

Reception staff are trained to ask certain questions in order to ensure you receive:

- the most appropriate medical care
- from the most appropriate health professional
- at the most appropriate time



Receptionists are asked to collect brief information from patients:

- to help doctors prioritise home visits and phone calls
- to ensure that all patients receive the appropriate level of care
- to direct patients to see the nurse or other healthcare professional rather than a doctor, where appropriate

Reception staff, like all members of staff, are bound by confidentiality rules.

- any information given by you is treated **strictly confidentially**
- the practice would take any breach of confidentiality very seriously and deal with accordingly
- you can ask to speak to a receptionist in private away from reception
- If you feel an issue is very private and do not wish to say what this is then this will be respected

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## We are a parkrun practice!

The Chief Medical Officer's advice is for ALL adults to get at least 150 minutes of moderate intensity activity or 75 minutes of high intensity activity per week – and just 10 additional minutes can make a clinical difference, reducing the impact of chronic health conditions.

We are delighted to announce that we have become a parkrun practice. Our nearest run is Delamere Forest.

For more information please visit <http://www.parkrun.org.uk>

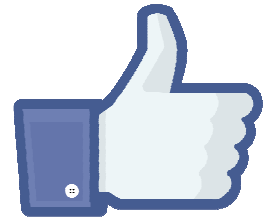




Find us on  
**Facebook**

### Do you use Facebook?

We now have a Practice Facebook page - Drs Adey & Dancy, Tarporley Health Centre. We aim to post 1 or 2 pieces of information a week. This may be relevant news, health campaigns and advice. Please like our Facebook page to be kept up to date.



## Staff News



Congratulations to Rebecca, our Practice Nurse who completed and passed her prescribing qualification. Congratulations to Bev our Healthcare Assistant on completing and passing her Care Certificate.

Joyce has retired after 15 years with the practice. Her main role was data input/coding and scanning. Cheryl has now moved into this role from reception and we have taken on a new receptionist Lucie, who we welcome to our team.

Dr Norris, our GP Registrar passed her recent exams. Congratulations! She will complete her training with us in July.

We welcome back Dr Hartry from her maternity leave and thank you to Dr Jankee for covering her leave.

We welcome back Dr Monk in September following her maternity leave.

## The New GDPR

Due to the new General Data Protection Regulations that came into force on 25/05/18 please ensure when you contact the practice in writing or via email that you include 3 forms of identification in your letter/e-mail eg full name, postal address and date of birth.

We have added a new page to our website "General Data Protection Regulations" where you can view our Privacy Notice.



# The Prescription Journey

## Background

Our Practice population is currently just over 5,700 patients. Of these 3025 (53%) patients have one or more items on repeat. We receive 80-100 requests daily via electronic patient access requests, e-mail, fax, handwritten requests from patients, pharmacies and hospitals/clinics.

## The Process

All non Patient Access requests have to be manually sorted from multiple sources and then transcribed by our already busy receptionists. They are then forwarded to a GP having identified any issues, eg non-current medications, review due etc. In contrast a Patient Access Request will go directly through to the clinician, freeing up reception time for their many other duties.

Any queries raised may take time to process. Patients may be requested to come in for bloods or review. There can be delays if we are unable to contact you straight away.

The clinicians generally sign prescriptions in administration time. During this busy time they are also looking at test results, writing reports, reading clinic/hospital letters and attending meetings.

Unless they are on annual leave, your prescription is allocated to your usual GP to sign. None of our GPs work 5 days a week in the Practice so your prescription may not be signed on the same day it is generated.

We ask that you order your medication in a timely manner, eg for a three month prescription two weeks in advance. The following is a guideline for time allowed from ordering your prescription to collecting it from the pharmacy, who also need time to process your order once it has left the Practice.

### Request

**Monday**

**Tuesday**

**Wednesday**

**Thursday**

**Friday**

### Collect from Pharmacy

**Friday**

**Monday**

**Tuesday**

**Wednesday**

**Thursday**

We frequently receive requests marked 'urgent', these are only treated as a priority if the medication is included on our list of essential items which would be dangerous for a patient to go without for a few days eg insulins. Timely ordering should avoid this altogether.

**We are encouraging as many patients as possible to order online through Patient Access.**

### The advantages are:

- **You are able to see your repeat medication and tick the items you need**
- **Request goes straight to a clinician's inbox for signing – no need for reception to process**
- **You are able to track the progress of your request and send a message to your GP**
- **Improves safety and efficiency**
- **Reduces errors in issuing wrong items**
- **Improves security**

To register for an ONLINE PATIENT ACCESS account go to [www.patientaccess.com](http://www.patientaccess.com) or [www.tarporleydoctors.gpsurgery.net](http://www.tarporleydoctors.gpsurgery.net). If you need any help in setting up your account please telephone the Practice.

# New TV for our waiting room

We would like to say a HUGE thank you to Howard Paul for providing us with a replacement TV for the waiting room.



# Car Park Issues

Please can we remind all patients to park responsibly in the car park and surrounding area. It is important that cars are not blocked in but more importantly that there is enough room that in the event of an emergency and an ambulance is called, that the ambulance can enter and exit the car park without cars having to be moved.



Please do not park in the car park if you are dropping off or collecting from the primary school.

Please park considerately when using our car park.



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# All New Patient Access

A new version of the Patient Access service was launched on the 30th May. This version brings a redesigned user experience, simplified registration and sign in, support for EPS pharmacy nominations and an all-new self-serve support site.

All existing Patient Access service capabilities (booking appointments, ordering repeat medication, viewing of medical record) will continue to be available in the new version, with changes focussed on making using these capabilities more intuitive and user friendly.

For more information and to sign up for Patient Access please visit our website:  
[www.tarporleydoctors.gpsurgery.net](http://www.tarporleydoctors.gpsurgery.net).

