

Staunton & Corse Surgery Patient Group Newsletter

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PPG Mission Statement and Aims 2017

Mission Statement

- To represent the practice population and act as a link between patients and staff, providing two-way communication.
- To support the Practice in continuing to improve the service to patients.

Aims 2017

1. To work with the practice to promote the a new website and online patient access services for the surgery.
2. To provide patients with information on current location of defibrillators in the practice catchment area and to coordinate with Parish Councils on future defibrillator bids and sites and assist in the setting up of and promotion of relevant training courses.
3. To promote and facilitate the role of the Village Agents
4. To promote Health Promotion for example Social Prescribing and Wellbeing checks for over 75'

STAUNTON & CORSE SURGERY NEWS.

Patient Access

We are pleased to report that nearly 10% of our patients have now signed up to the Patient Access facility. This is an on-line service that allows patients to order their repeat medication, book doctor appointments, view results and medical records. Patients wishing to sign up to the Patient Access system will need to complete a form at reception and show two forms of identification (including one photo ID) to obtain their secure log in details for the website.

Prescription Requests

The existing facility on our website will shortly be withdrawn so we are asking patients that use this to consider alternative methods of ordering medication in future. Requests for repeat prescriptions can now be made on-line via the Patient Access system (above), by post, by fax or in person. Patients can also leave their order for next month when they collect their medication; the dispensers will diary these requests for 4 weeks ahead and prepare the items for collection when they are next due. Please would all patients allow three whole working days for the dispensary to process requests for medication.

Saturday Surgeries

For a limited period this Winter we will be offering some routine appointments on a Saturday morning. These will run between January and April but will not take place every week. Patients wishing to book a Saturday appointment can request this via our appointments line 01452 840228 (option 1).

Your Important Overseas Holiday Information

Are the long dark nights of winter focusing your thoughts on a warm sunny holiday, or an exciting adventure packed break? If so, you may need to get some advice regarding travel health and safety from the practice nurse at the surgery.

For those travelling abroad, the destinations have become more interesting and adventurous. With this in mind the surgery has recently reviewed the way that we see patients for travel advice.

Often the advice and vaccines required has become as complex as the travel arrangements themselves and therefore we have tried to streamline our travel consultations to reflect this.

We will require patients who are travelling abroad and require a travel consultation to seek advice from the surgery at least 6-8 weeks prior to travel. You will need to obtain and complete a travel assessment form. The form will be available from the reception and also can be downloaded from our surgery website. The completed form must be returned to the surgery for the Practice Nurse to review.

The nurse will discuss the travel requirements with a GP and then the patient will be informed of the decision regarding appropriate travel information and vaccinations required.

An appointment will be arranged to see the Practice Nurse at the surgery. Occasionally the advice given, may be to refer the patient on to a professional travel clinic, if the travel requirements are considered to be complex. The surgery will provide details of various clinics that can be attended for expert advice regarding travel requirements.

We hope to improve the service given to patients who are embarking on 'a new travel experience' to enable them to have a rewarding and safe journey.

From Maggie Etheridge, Practice Nurse

New officers and members.

We are delighted to announce that Sue Knox is our new chair and Malcolm Harley is vice chair. We also welcome Donald Peach onto the committee. We still have vacancies for full and "virtual" members.

Patient Participation Group

The Chair of our Patient Participation Group, Mrs Sheila Golightly, has recently resigned from her post. Sheila has led the group since it was formed over 10 years ago and has been a great support to the surgery. We are so grateful for all her hard work over the past 10 years and are very sorry to see her go. We wish Sheila every happiness for the future.

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