

PRESCOTT SURGERY PATIENT NEWSLETTER



JANUARY 2019

Appointments: 01939 260210

Repeat Prescriptions: 01939 261403

www.prescottsurgery.co.uk

HEALTHY NEW YEAR

The Surgery provides smoking cessation and weight loss clinics throughout the year. If your new year resolution is to stop smoking or to lose weight contact the team at Reception to arrange an appointment. The smoking cessation clinic (Help2Quit) is only held on a Tuesday afternoon between 15:00 and 18:00.

PATIENT SURVEY

Across the country NHS England is currently selecting a sample of patients at random and writing to them to ask for feedback regarding their experiences with their GP Surgery. If you are invited to complete the survey in relation to Prescott Surgery please make every effort to do so. The Patient Group plans to conduct our own patient survey in May 2019 and we will use the feedback from both surveys to work with the Practice to continually improve.

TELEPHONE PROBLEMS BETWEEN CHRISTMAS AND NEW YEAR

The Surgery would like to apologise for difficulties that may have been encountered when trying to get through on the telephone between Christmas and New Year. The fault on the main telephone line was found and rectified but not before dozens of calls were cut off or disconnected. During this period many of the team at the Surgery used mobile phones to call patients back. If you received such a call please do not use the mobile number to make contact with the Surgery.

PATIENT ONLINE SERVICES

Fewer than 20% of patients are registered for patient online services. Online services will allow you to book and cancel routine GP appointments or request repeat prescriptions at a time that is convenient to you – day or night. It can also mean not having to travel to the surgery to make an appointment and also free the phone lines for people without access to a computer or those in need of an emergency, same day appointment. Online access also provides you with access to a summary of your medical records. Please ask the team at Reception for a registration form. You will need to provide proof of ID (Driving Licence) and will be provided with a User ID and a temporary password.

EXTENDED ACCESS

NHS Shropshire CCG has created hubs across the county to provide access to GP and Nurse appointments between 18:00 and 20:00 in the evening Monday to Friday (subject to availability) and on Saturday mornings between 09:00 and 13:00 (subject to availability). The hub that provides the service for Prescott Surgery patients is in Oswestry. Appointments take place on a 3 week Rota basis at Plas Ffynnon Medical Practice **OR** at Caxton Surgery **OR** at Cambrian Medical Centre. If you require an evening or Saturday morning GP or Nurse appointment please contact Prescott Surgery Reception on the normal telephone number 01939 260210. Please note that as a Prescott Surgery patient it is **not** possible for you to phone any of the 3 Oswestry GP Practices above and book appointments direct. When you book via Prescott Surgery Reception, the Receptionist will inform which of the 3 GP surgeries above is hosting the appointments during that week.

PHARMACY APPLICATION

You may be aware that an application has been made to open a Pharmacy somewhere in Baschurch. We believe that this is a speculative application as the applicant has not provided an address. However, the Patient Group has written to the Market Entry Team at NHS England to express their concern that the opening of a pharmacy in Baschurch could prejudice the Primary Care GP services which Prescott Surgery is currently able to provide, partly financed by income from their dispensary.

Newsletter prepared by Mr Nicolas Storey, Practice Manager & Mrs Jackie Jones, Chair of the Patient Group