



south street  
surgery

# South Street Surgery Newsletter November/December 2015

## Special points of interest:

- Repeat Dispensing
- On-line appointments and Prescriptions
- CQC Report
- Over 75 Checks
- Electronic Prescribing

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November 2015

## Repeat Dispensing

Many of you have started to use the repeat dispensing system and others may have heard about it but are not sure what it involves.

It is a system which makes it easier for you to obtain your repeat prescriptions. Any medication which you collect a prescription for every month is suitable. It cannot be used for creams, lotions and other items which you use on an as required basis or for medicines that need regular monitoring.

Once you have requested to use this system your request will be passed to a Doctor for approval. Once approved you will be able to collect your prescription directly from your chosen chemist

for up to six months. At the end of the six month period you will then need to be reviewed before a further six months prescriptions can be issued for your chemist.

An information leaflet is available from reception if you require more details.

Please ask your Doctor or Nurse at your next appointment if you are not sure if some or all of your medication is suitable for this system. It may be possible to move to this system when you are seen or at your medication review.



## On-line appointments and Prescriptions

We are pleased that many of you have now registered for our on-line appointment system.

If you have computer access but have not yet registered and would like to please let us know.

There is a registration form

to complete. You need to return this to us and bring your passport or photo driving license with you for ID. We will then provide you with an access code so that you can book appointments on-line.

This system also allows you to order repeat

prescriptions on-line.



## CQC Report

We thank the CQC inspection team and welcome the feedback from the inspection report.

We have been working hard to make quality improvements, with the support and involvement of our staff and Patient Liaison Group.

We are pleased that CQC recognised many positive aspects of the care and treatment we provide to our patients, which are noted below.

The recent inspection was of South Street Surgery only and did not include Bishops Park Surgery either in terms of inspecting the building or reviewing the services and appointments provided there.

The positive aspects highlighted by the inspection team are detailed below:

- Systems were in place to identify and respond to concerns about the safeguarding of adults and children.
- They saw patients receiving respectful treatment from staff. Patients felt they were seen by supportive and helpful staff. Patients reported feeling satisfied with the care and treatment they received.
- The Practice offered a number of services designated to promote patients' health and wellbeing to prevent the onset of illness.
- The Practice acted upon best practice

guidance and completed clinical audit to further improve patient care.

One of the main areas highlighted for improvement were conversations being overheard at reception when waiting for appointments. We have been playing music in the waiting rooms over the last month and this has made a significant difference. We are also encouraging use of our privacy booth at reception when you may have a more personal matter to discuss.

We are aware of the limitations of the building and as many of our patients know are actively trying to find more modern accommodation.

Infection Control was highlighted as another area for improvement and I am sure some of you will have noticed we have been updating our plumbing to ensure the taps and appliances comply with current infection control regulations.

Our Bishops Park Surgery has been re-decorated. We are sorry for any inconvenience while the work was carried out but are sure it is much more pleasant for you when waiting to be seen.

The waiting time in the surgery was also highlighted as an issue. We are currently auditing the waiting times for our pre-bookable and sit and wait clinics so that we have

some factual data about waiting times that we can then look to improve.

We provide our sit and wait clinics both in the morning at South Street and in the afternoon at Bishops Park. When you arrive to request an appointment in this clinic you will be given an approximate appointment time and we will be auditing the waiting time from the approximate appointment time you are given. We are pleased that we are able to offer this service which allows patients with an urgent need to be seen on the same day.

Our Patient Liaison Group will be conducting their annual survey from November 2015 until the end of January 2016. This will look at the patient experience and focus on some of the areas highlighted including booking appointments and appointment times.

We would be very grateful if you could complete this survey from November to January when you attend either Surgery or if preferred by logging on to our new website (launched early November 2015)

[www.southstreetsurgery.co.uk](http://www.southstreetsurgery.co.uk)

If you would like to get more involved in the Patient Liaison Group please contact:

[southstreet.plg@nhs.net](mailto:southstreet.plg@nhs.net)

Or visit our website for more information.

*We have been working hard to make quality improvements, with support of our staff and Patient Liaison Group*

## Over 75s Health Checks

We are currently offering health checks for patients over the age of 75 years in dedicated clinics.

Some of you may have been contacted and offered this check already.

Specific components of the health assessment:

- Measurement of blood pressure and pulse rate and rhythm
- Assessment of immunization status for influenza, tetanus and pneumococcus

- An assessment of medication
- An assessment of physical function including activities of daily living
- Assessment of psychological function



- including memory.

During your appointment you will initially be assessed by one of our health care assistants. You will then be seen by a doctor. If any further tests or investigations are required these will be arranged.

If you are interested in having a check please advise a receptionist, you will then be contacted by one of the receptionists who co-ordinates these clinics to book an appointment.

## Are you a carer? Please let us know

Do you look after a friend or relative who is ill, frail or disabled and cannot manage without your help. If so you are a carer. You may be new to caring or have been a carer for many years. You may live with the person you care for or elsewhere. You may be a friend or neighbour who visits or provide personal care 24hrs a day 7 days a week. If you are one of these people

we would like to know about you, this surgery is working to identify and support carers.

We understand how difficult it can be for carers to get time to see a doctor, and we are happy for you to talk to reception staff about special appointment requirements you may need, such as a specific time of day so someone else is available to care for the person you are the carer for

We can put you in touch with Carers in Hertfordshire, who can talk through your caring situation listen to your concerns, tell you about any practical or emotional support that might be available to you and help you plan a way forward. So if you are a carer please tell us, we can make a note on your records, please ask at reception for a carers form to complete.

*Are you a carer?,*

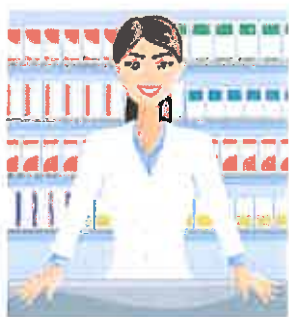
*We would like to help you to get the support that you need*

## Electronic Prescribing

We are now able to use an electronic prescribing system which enables us to send your prescription electronically to use pharmacy.

This helps prevent delays in paper prescriptions getting to the pharmacy and is more environmentally friendly.

The system can be used for both acute and repeat prescriptions. It sends the prescription to your chosen chemist each time so this



system is best for people who have a preferred chemist. Please let your doctor know if you would like to have your prescriptions sent via this

system. If you are not due to see your doctor please advise reception who can ask the doctor to put you onto this system.

Your chemist is also able to set this system up for you just ask next time you visit your pharmacy

Please remember to:

Complete our Patient Liaison Group Survey which is available in the Surgery or on our website.

Visit our new website which was launched at the beginning of November. This gives patients the option to complete & submit many of our forms online which may save a trip to the surgery.

## CHRISTMAS OPENING HOURS

<b>Monday 21<sup>st</sup> December</b>	<b>Normal</b>
<b>Tuesday 22<sup>nd</sup> December</b>	<b>Normal</b>
<b>Wednesday 23<sup>rd</sup> December</b>	<b>Normal</b>
<b>Thursday 24<sup>th</sup> December</b>	<b>Normal</b>
<b>Friday 25<sup>th</sup> December</b>	<b>Closed</b>
<b>Saturday 26<sup>th</sup> December</b>	<b>Closed</b>
<b>Sunday 27<sup>th</sup> December</b>	<b>Closed</b>
<b>Monday 28<sup>th</sup> December</b>	<b>Closed</b>
<b>Tuesday 29<sup>th</sup> December</b>	<b>Normal</b>
<b>Wednesday 30<sup>th</sup> December</b>	<b>Normal</b>
<b>Thursday 31<sup>st</sup> December</b>	<b>Normal</b>
<b>Friday 1<sup>st</sup> January 2016</b>	<b>Closed</b>
<b>Saturday 2<sup>nd</sup> January 2016</b>	<b>Normal</b>
<b>Sunday 3<sup>rd</sup> January 2016</b>	<b>Closed</b>



South Street Surgery

Delivering Excellence  
in Health Care

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*Wishing you all a very Merry Christmas  
&  
Happy New Year*

We hope you have found this newsletter interesting and informative. Please let us know if you have any comments or if there are any topics you would like us to include in future editions.

Copies of the newsletter can be found in the waiting rooms and on the surgery website.

You are welcome to take a copy home with you if you wish.