

HORSMAN'S PLACE SURGERY



NEWSLETTER

ISSUE 3

MAY 2014

HEALTH REVIEWS—Our Senior Nurses, Janet and Sue will be carrying out the health reviews this year. You should receive a letter telling you when to book in. If you are over 75, you will be receiving a letter telling you who your named GP is. You are also entitled to an over 75's health check at the Surgery or if you are housebound, at home.

ONLINE REPEAT PRESCRIPTION REQUESTS—You can register for this service via our website: www.horsmansplacesurgery.co.uk
Once registered, you access this service by going to www.myvisiononline.co.uk

AVOIDING UNPLANNED ADMISSIONS—Some of our patients will be receiving letters from us informing them that they now form part of our Case Management Register and have a named GP. These patients will also be invited to discuss their care and will have reviews throughout the year. These patients are those thought most likely to be at risk of unplanned admission or A & E visits so the aim is to reduce the likelihood of this by ensuring maximum support and care is in place.

NEW HEALTH CARE ASSISTANT—We have a new health care assistant with us. Her name is Jackie, she runs some of our phlebotomy [blood test] clinics and will also see patients for various procedures/reviews.

APPOINTMENT ATTENDANCE—**4694** patients attended for their appointments last month. Well done to those patients. **269** patients did not attend and did not phone up to cancel. The high level of ‘did not attends’ we have been having has spurred us to now carefully monitor patients who have 3 or more ‘did not attends’ in a six month period. We write a letter of warning and then if there is a further did not attend within a six month period, we flag these patients for possible removal. We always get the approval of the patient’s GP and we would always take mitigating circumstances into account. We hope that this will reduce the number of wasted appointments thereby freeing up extra appointments that can be booked by our patients.

PATIENT PARTICIPATION GROUP—We now have a ‘live’ Patient Participation Group. We have had two meetings so far and aim to meet on at least a quarterly basis to discuss the Surgery, look at the annual patient survey and make a plan of action for bringing in improvements based on feedback from patients via complaints, comments and suggestions and the results of the annual patient survey. If you would be interested in being a part of the PPG, please contact Denise Barnett, Administration Manager.

EXTENDED HOURS SURGERIES—Just a reminder to patients of the Extended Hours Surgeries that we run here at the Practice each week. We have a GP extended hours clinic that normally runs on a Monday morning from 6.45am. We have Health Care Assistant clinics running also on a Monday morning from 6.45am, Thursday evening 6.30-8.30pm and Thursday and Friday mornings from 7.30am.

SHINGLES VACCINE PROGRAMME—We are still offering the shingles vaccination to patients who were either aged 70 or 79 on 1st September 2013. Once we pass 31st August 2014, the new cohort of patients will be those aged 70 or 79 years old on the 1st September 2014. The vaccine does not prevent shingles but greatly reduces the symptoms and duration.

PERTUSSIS IN PREGNANCY VACCINE PROGRAMME—We continue to offer the Pertussis [Whooping Cough] vaccine to pregnant ladies who are at least 28– weeks pregnant. Mums who are up to 8-weeks post delivery are also eligible for the vaccination. The aim is to reduce the risk of young babies developing whooping cough. Please ask to be booked in with one of our Practice Nurses to have this done.