

Highfield Surgery

Newsletter

February 2017

The practice in numbers:

6100 Patients

Appointments missed in one month:

54

Missed appointments mean that opportunities for other patients to see our medical staff are wasted.

The Practice Team

GP Partners: Dr Jill Deacon and Dr Martin Davis supported by our employed GPs, Dr Sarah Jane Rapsey and Dr Lena Poulton. Practice nurses: Cathy Taylor – Diabetic Nurse Specialist - and Cate Norridge – Respiratory Nurse Specialist.

Healthcare Assistants and Phlebotomists: Elayne Saunders and Kim Georgiou.

The Administration Team is headed up by Practice Manager, Peter Darling, supported by our administrative team of Judy MacFarlane (Secretary), Elayne Saunders (Prescription Clerk), Lisa Wooster (Scanning Clerk), and the Reception Team of Jo Blackwell, Kim Georgiou, Sue Goodliffe, Ruth Murden and Claire Smith.

Are you looking after someone who cannot manage without you because they are ill, frail or have a disability?

Then you are a carer and Carers Bucks can help you.

Call Carers Bucks on 0300 777 2722

www.carersbucks.org



Electronic Prescription Service (EPS)



You can choose to collect your medication from a nominated pharmacy which will avoid the need to visit the practice to collect a paper prescription. The practice can send prescriptions electronically to the pharmacy of your choice. Please ask at Reception or visit www.hscic.gov.uk/epspatients

Emergency and Out-of-Hours

There has been a lot in the news over recent months about hospital A&E Departments being overloaded and struggling to cope. Please remember that unless you feel it is life threatening, you can use either the 24-hour Minor Injury and Illness Unit at Wycombe Hospital, or for non-emergency situations you can call 111 at any time for advice.



A couple of interesting BBC features about the NHS can be found at:

<http://www.bbc.co.uk/news/health-38733633>

<http://www.bbc.co.uk/news/health-33201182>

Patient Participation Group (“PPG”)

The PPG meet every three months at the surgery to discuss matters from the patient viewpoint and to find ways of helping the practice move forward.

The PPG has been responsible for the setting up and running of a recent event addressing the concerns that patients may have around memory loss – either for themselves or for people close to them – there was a representative from the Alzheimer’s Society who spoke to people on an individual basis and hopefully the attendees on the day went home armed with a little more confidence and information around a very emotive subject.

If you did not manage to attend this session and require some information please call the Memory Service on 01296 331749 or get in touch with the surgery.

Over the coming months the PPG will look at running similar events covering topics such as Help for Carers, Diabetes, Stopping Smoking and Weight Control.

If any patient is interested in knowing more about the PPG please get in touch with the surgery.



Couch to 5K

Here’s a challenge for the lighter evenings!

Could you go from a couch potato to running 5 kilometres in 9 weeks?

Then visit:

<http://www.nhs.uk/LiveWell/c25k/Pages/couch-to-5k.aspx>

for all the information and help you may need.

Let us know how you get on!

Patient Appointments and Information

Duration of time for a Doctor’s appointment is 10 minutes.

Nurses’ Appointments: Please leave plenty of time to book a Nurses’ appointment as these become booked up very quickly.

Prescriptions: 2-3 days

We offer a Monday Evening Surgery for those patients that find it difficult to get to us in the normal working week because of work commitments.

Friends and Family Test

Patients are given the opportunity to give feedback about the surgery via the ‘Friends and Family Test’. This is a simple question, delivered by text to your mobile phone, after a consultation at the surgery. There is also a supplementary question about your experiences with appointment availability at the surgery. If we have your mobile phone number you will receive a text with instructions on how to give your responses; if you haven’t got a mobile phone but still wish to participate you can complete a paper version in the waiting room – please ask how to do this at reception. Alternatively you can go to our website www.highfieldsurgeryhazlemere.co.uk and answer the questions online. All responses are completely anonymous and the results are recorded monthly and provided to NHS England for review.

Feedback is very important to us in how we deliver care to our patients.