

Highfield Surgery

Newsletter

November 2016

The practice in numbers:

425+ appointments per week

Over 6100 registered patients

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.

Carers Bucks

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

Christmas Opening 2016

As we approach the festive season we thought we would advise you of our Christmas opening times:

Christmas: Last day Friday 23rd December – back Wednesday 28th December

New Year: Last Day Friday 30th December – back Tuesday 3rd January 2017

If you have any medical emergencies during this time we would ask you to follow the Emergency and Out-of-Hours procedures as detailed overleaf.

We hope that everyone has a safe and happy holiday period.

© MAZIK ANDERSON WWW.ANDERSTOONS.COM



"Judging by the glow, I'd say it's a sinus infection."

Have we got your mobile telephone number?

The system we have been using to remind patients of their booked appointments is called MJOG. It is a relatively new system and is proving to be useful to the practice in freeing up previously booked appointments that are no longer required.

The system uses text messages sent to mobile phones to remind patients of upcoming appointments and gives them the opportunity of cancelling the appointment if it is no longer considered necessary. If an appointment is cancelled in the correct manner it automatically opens up again in our appointment booking system giving another patient the opportunity of taking it up.

To cancel an appointment all a patient has to do in response to the appointment reminder is type the word **CANCEL** and text it back. Unfortunately the system is such that texting anything other than **CANCEL** does not work – so **PLEASE CANCEL, CANCEL THANKS** or any other wording will not make it back to the system and will not automatically cancel the appointment. So whilst we appreciate your politeness, in these instances, just **CANCEL** is fine.

The other issue, of course, is that for the system to work properly the patient needs to have access to a mobile phone and the practice needs to have details of the mobile phone number.

Not everyone has a mobile phone or access to one so in those cases we will need to rely on the old style memory and appointment reminder slips.

However if you have got a mobile phone and you don't think the practice has got a record of the number could you please make reception aware so that our records can be updated and you can, hopefully, benefit from the appointment reminder system.



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.



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.