

QUEENS AVENUE SURGERY

SPRING/SUMMER NEWSLETTER 2016

PATIENT ACCESS



Available on IOS and Android

(download Patient Access from your App Store)

What is Patient Access?

With Patient Access, you can now access your local GP services at home, work or on the move — wherever you can connect to the internet. Because Patient Access is a 24 hour online service you can do this in your own time, day or night.

- **Book an appointment.**
- **Order repeat medication.**
- **View your medical record (NEW....April 2016)**
You will be offered access to your medical record when you register. If you are an existing online patient and would like access, please ask at reception.

How do I register?

Bring some form of photo ID (passport/driving licence) to reception and ask to register for online services. You will be given a printout with details of how to register. It's as simple as that!



PATIENT REFERENCE GROUP

We have an active PPG (Patient Participation Group) who would like to hear your views and give you feedback.

Sign up to join our reference group, be informed and have your say about your experience as a patient. We will send you the Practice newsletter and periodically contact you to invite your views on how we can continue to improve our services to patients.

Please see reception for a sign-up form.

MAY BANK HOLIDAY OPENING TIMES

We will be closed on:

Monday 2 and 30 May

If you are unwell when the surgery is closed please ring NHS 111

For life threatening emergencies call 999

Under 18 and want to make a complaint?

Are you unhappy about the service you have received from us or worried about something?

If you are under 18, ask a receptionist or look at our website for a child friendly version of our complaints procedure. We are always happy to talk to you and you can ask to speak to your doctor or the manager, Tracy Bowden at any time.

Our appointment system

We manage our appointment system to ensure you see your named GP when they are here.

There have been a number of changes recently with GPs reducing their availability and another doctor providing cover for them. We still expect you to see your named GP or the doctor providing cover. This ensures that you have continuity of care and our GPs have a safe number of patients who they are responsible for. Asking to see other GPs is not normally possible unless you would feel more comfortable seeing a male or female GP. This should only happen when a condition of a sensitive nature occurs and you should continue to see your named GP for anything else.

WE WELCOME.....

- Dr Amanda Stubbs who joined as our newest partner on 1 February.
- Debbie Alley who joined the reception team when May Abbott retired after 30 years' service.

Telephones

We are a very busy surgery and try to answer telephone calls as quickly as possible. We also endeavour to have sufficient staff to deal with your queries at the main reception desk.

Our receptionists are trained to give priority to telephone calls. This is to provide an efficient service to our patients and to ensure that emergencies are dealt with promptly.

We apologise if you are kept waiting at reception while our reception team deal with telephone calls. On occasion you may be asked to wait and we appreciate your patience. We will endeavour to deal with your request as soon as possible and you should expect to be kept informed at all times.

Congratulations

Well done to Katie, one of our District Nurses, who received a Dorset Healthcare Heroes award for excellence in her work. Nominations can be made by staff and patients. She received the award for Commitment to Quality of Care in January .