

WASHWAY ROAD MEDICAL CENTRE

“SURGERY SNIPPETS”

- a newsletter for our patients.

April – June 2015

WASHWAY ROAD MEDICAL CENTRE

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Newsflash... We are pleased to have launched our new website. We hope you will find the many improvements we have implemented useful and that they enable you to find the information and any help that you may require, more easily and quickly. We are currently operating the full compliment of services at the centre. ✕

YOUR HEALTH
SELF HELP

BOOKING
APPOINTMENTS

REPEAT
PRESCRIPTIONS

We're proud to launch our updated website www.wrmc.org.uk which was agreed with our Patient Participation Group (PPG) last Spring as a necessary step in enabling our patients to benefit from up-to-date informatics and promoting best use of health care services.

The more responsive and modernised system includes more self-help support and quicker access to a range of online services we're now providing. You can sign up for these at reception with formal photo ID & proof of address, for:

- * online repeat prescription ordering
- * appointment booking - ante-natal midwife appointments and GP 'phone consultations
- * access to summary information - currently medication, allergies and immunisations

As ever, we'd appreciate your feedback & suggestions about further improvements to the site.

BANK HOLIDAY & TRAINING CLOSURES

- the surgery will be **CLOSED** for a ½ day Trafford-wide GP training event on **Thursday 23 April from 1pm onwards**. We will re-open at 08:30 on Friday 24 April 2015. The next ½ day education closure is on **Weds 8 July 2015**.

We will be closed on the following **BANK HOLIDAYS** this quarter: **Mondays 4 & 25 May 2015**. We will re-open at 08:30 on the Tuesdays 5 & 26 May 2015.

Out-of-hours urgent GP service Mastercall will be providing urgent cover during this ½ day closure & throughout the bank holidays. Ring **0161 476 2299** for their urgent help; or visit the NHS walk-in centre or urgent care centre at Trafford General hospital from 08:00 - 20:00 daily.

Trafford Carers' Support worker

We're continuing to work with **Trafford Carers** to support our patients who take on an additional (unpaid) caring role for a family member or friend. Sometimes a listening ear is all that's needed to share the challenges of caring responsibilities; other times the benefit of having an advocate who's "on your side" when it comes to knowing where to turn for help or advice about benefits for those unable to (or limited with) work due to caring commitments.

You can make an appointment on 0161 905 4711 or drop in to see adviser **Kirsty Round**, here at the surgery, **any Tuesday around 1pm**. She has special expertise in helping young carers too. Estimates show that 1 young person in every classroom, acts in some capacity as a carer for a parent or adult in their home. If there's someone you know who might benefit from support, please pass on this article.

FRIENDS & FAMILY TEST feedback

Thank you for the hundreds of responses we've received since the launch in December 2014, of the Friends & Family test: "**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**" Many of you use the text message facility to submit your anonymous "score" and comments and this is much appreciated. Cards can also be completed and posted into the box at reception.



Your comments are reviewed and discussed at our practice meetings & improvements considered. Three of the key issues noted so far are:

- the majority of patients are appreciative of the help they receive from **our friendly, caring and competent team**;
- some patients **feel they no longer have the choice of booking a face-to-face appointment with their GP**. Whilst we launched a change to initial telephone appointments in Autumn 2014, we reflected on the feedback we requested from patients, staff and clinicians after this had been running for 6 weeks. As a result, we adapted the system to enable you to choose whichever appointment is most appropriate for your needs – 'phone or a face-to-face consultation. Staff will help guide you too, when you book;
- some patients are concerned about the **increased wait time for an appointment**. Whilst this situation is being mirrored around the country due to the increasing workload pressures in surgeries, we're also concerned about the increasing number of patients failing to attend their appointment. During **April 2015 over 200 patients failed to attend their surgery appointments** (and didn't **cancel on 0161 905 4721**). Each missed appointment means someone else has to wait longer for their appointment. Further funding cuts mean we cannot afford to buy in much extra help needed; we therefore need to work together to make the most of the resources we have.

ELECTRONIC PRESCRIPTION SERVICE - update & feedback

Thanks for working with us whilst we made the transition to the Electronic Prescription Service in February 2015. Despite handing out thousands of copies of the January - March 2015 newsletter, the switch still came as a surprise to many patients who had forgotten or were unaware they had "nominated" a pharmacy some time ago. It was a pleasant surprise to many when they arrived at their chosen pharmacy to find their medication already dispensed and ready to go!

The nomination process - if you wish to have your prescriptions sent electronically rather than on paper, is a decision between you and the pharmacy of your choice. We have deliberately chosen not to become involved in this "nomination" process as this must, in our opinion, be your decision entirely. There have been a few cases where patients have challenged pharmacies about nominations occurring without their informed consent - unfortunately, some patients report that they have been told the practice has set their nomination - this is entirely untrue.

Please note that not all prescription items can be sent electronically; we aim to let the pharmacies know with the remainder of your order, if a prescription still needs to be collected from reception.

As most of you are aware, we previously attached a little note to your prescription to remind you when a medication review was due and whether tests or appointments were needed. We now include this information directly on the electronic prescription sent to the pharmacy. We would really value your feedback as to whether the printed "re-order" form is given back to you (with any medication review reminder information) & how well this works for you in contrast to the previous system. Thanks in advance for your consideration and comments.

Just a reminder: we need **2 working days** to process your prescriptions!