

# WASHWAY ROAD MEDICAL CENTRE

## “SURGERY SNIPPETS”

- a newsletter for our patients.

January – March 2015

HAPPY NEW YEAR!

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### ELECTRONIC PRESCRIPTION SERVICE

We're updating our prescription systems in February 2015, so we'll be able to send your prescription electronically to the local pharmacy of your choice. This will be more convenient for the 6700 patients who get monthly repeat prescriptions and should reduce the queues at reception too.

There are two things you can do (in advance) to help make the new system work best for you:

**\*sign up for online ordering** - bring formal photo ID to reception so we can issue you with login details. You will then be able to order your repeat medications online, day or night, from your PC, iPad or phone

**\*tell the pharmacy of your choice** you would like to “nominate” them to receive your prescriptions. Our system is updated with your choice and you can change your mind at any time (before your prescription is transmitted), by letting us or the pharmacy know.

The new system will work for occasional or acute medication items too, if, for example you have a telephone consultation with a GP. Your prescription can be sent electronically to your nominated pharmacy without the need to collect it at the surgery first. Should you wish to collect the printed prescription from the surgery instead, then this can be arranged at the time of the consultation & before the script is transmitted.

We'll be preparing in advance by checking the nominations we already hold match the “usual” dispensing pharmacy and by continuing to **promote the online ordering service**. Many patients have mistakenly thought that “nominating” a pharmacy meant that the pharmacy would be ordering their repeat medication: this is not the case. To reduce medication waste or any confusion about which repeat items are needed, it is best if patients order their own medications with us directly, ideally online. Once the prescriptions are processed by our staff & clinicians they can be sent electronically to the pharmacy for collection or delivery as arranged

As with any new system we'll gladly take on board constructive feedback to ensure it works best for you.

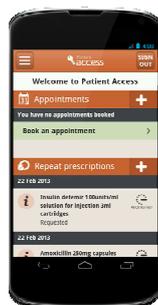
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### EXPANDING ONLINE SERVICES

We'll also be rolling out online appointment booking for some of our services in March 2015.

**Patients who have already signed up for online (ordering) services will be able to access these appointments immediately.**

You can also download the Patient Access app at [www.patient.co.uk/accessapp](http://www.patient.co.uk/accessapp) to use these online services from your smartphone.



To obtain your online login details, please bring formal photo ID to reception. We'll be building online services into our new patient registration process automatically from March 2015 onwards.

### THANK YOU SO MUCH

- to local residents who donated Christmas gifts in support of “Be a Santa to a Senior” run by Home Instead's Alan Savage. We distributed the dozen or so gifts to patients who might not otherwise have received a Christmas gift. They were overwhelmed with thanks.

Thanks too to our GPs & staff who delivered these gifts at the end of their busy shifts or on their day off.

## FRIENDS & FAMILY TEST

December 2014 saw the introduction of the Friends & Family test into general practice. Many of you may be aware of this feedback facility which already runs in hospitals and community services.

Patients are encouraged to give feedback about their experience of the services provided, in response to the question “**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**”

Feedback forms are available at reception and via text message if we have your mobile number. Our “scores” [“extremely likely” responses minus any negative or neutral responses] will be published from Spring 2015 onwards along with feedback about actions taken where services have been improved as a result of your feedback.

Thanks in anticipation of constructive responses!

**Please RING US BEFORE 11am  
if you need same day, URGENT  
HELP or a HOME VISIT**



**Every 1 in 9 of our patients is still a smoker. With such a high incidence of smoking related disease in the area, we're really keen to help you quit. Book an appointment today or ask for help at any pharmacy. No need to wait 'til stop smoking day on Wednesday 11 March 2015!**

## 'FLU SURGE PREDICTED FOR MID JANUARY 2015

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To lessen your risk of catching 'flu:

- ✓ Have your **'flu vaccination** if you're in one of the “at risk” categories
- ✓ Book your **child's 'flu vaccination** if they've already been invited but you've not yet got round to this
- ✓ **Cover your nose & mouth** when coughing or sneezing and use a tissue
- ✓ **Dispose of dirty tissues** promptly & carefully
- ✓ Clean hard surfaces frequently
- ✓ **Avoid** non-essential travel & **large crowds** when possible
- ✓ Maintain good basic hygiene - **wash your hands frequently** & before eating



**TRAINING CLOSURE** - the surgery will be **CLOSED** for a ½ day Trafford-wide GP training event on **Wednesday 28 January 2015** from 1pm onwards. We will re-open at 08:30 on Thursday 29 January 2015.

Out-of-hours GP service Mastercall will be providing urgent cover during this ½ day closure. Ring 0161 476 2299 for urgent help or visit the NHS walk-in centre or urgent care centre at Trafford General hospital.

## SLS ASTHMA STUDY

Following the successful inclusion of 31 of our airways patients with chronic obstructive pulmonary disease (COPD) into the Salford Lung Study, **we're now looking for patients with asthma who might wish to be involved in ground-breaking research with their asthma study.** The study nurse Nicola Birch is sending out information to eligible patients; if you think this might be you, find out more by picking up a leaflet from reception or via our website at [www.wrmc.org.uk](http://www.wrmc.org.uk).

### Welcome!

To our new office manager Mrs Lisa Cooper, who joins our team with a wealth of general practice experience.

Lisa will co-ordinate our reception team's activities and continue to ensure that despite the pressures on our service, we balance everyone's needs and treat others how we wish to be treated ourselves.. One of the first things she noted was how often our staff were praised by patients for the help given at reception. 😊 *Thank you!*

*We've also extra minor illness help from advanced nurse practitioner Sister Brayzier, to help our nurse practitioners deal with the unprecedented demand.*