

AMHERST MEDICAL PRACTICE

SPRING 2011 NEWSLETTER

YOUR CONFIDENTIALITY and OUR QUEUE

We have a queue for reasons of confidentiality and privacy and to allow the patient who is discussing matters with the receptionist some one to one.

You go to the Bank and Queue, you go to the Post Office and Queue, you go to the supermarket and Queue so please can we ask our patients to respect our Queue and not to be a QUEUEBUSTER we do ask you to Queue for very good reasons.

We ask you please not to approach the counter when the receptionist has a patient with her or she may be on the phone. As soon as they are free to talk to you they will call you forward.

HELPING YOU WITH PERSONAL CONTACT - NEXT OF KIN -

This information is very important to us and to your medical records.

Ideally it is important that you tell us about your next of kin, we have a form that you can fill in. It may not be us who needs the contact there could be an emergency and the hospital may need to contact someone. It is very valuable information so please can you share it with us.

SUPPORTING CARERS

If you are a CARER or if you have a CARER please can you complete a carer's form available at reception. You can also ask for a Carers Pack which contains very useful information. Also if you are a known carer that will entitle you to an annual flu vaccination if you are not in the over 65 category.

PRESCRIPTIONS REVIEWS

Your prescription items are regularly reviewed by Doctors. The NHS Doctors are under increasing pressure to avoid waste and review the use of some expensive drugs. You may find that medicines you have been taking for a long time are being switched to cost effective alternatives which in the opinion of your doctor will offer you the same efficacy. Please respect their decisions as it helps to save NHS money which can be spent on other areas within the NHS.

PRESCRIPTIONS CAN I SAVE MONEY?

If you have seen a consultant privately and you have been given a prescription, please check with the pharmacy because it may be cheaper for you to obtain that drug with your private prescription.

If you have been to the hospital to see a consultant and you have been given a prescription to obtain from the hospital pharmacy it is important you do obtain the items from the pharmacy. It is very hard for us if you then bring the prescription to the practice for your GP to issue. We are then taking on hospital prescribing which we are not supposed to do and this causes difficulties for us; although we do always try to help you.

NHS MONEY

Doctors are under general pressure to save money. In the wider NHS environment too much money is being spent on the wrong things so Doctors have to try and help save some money. Doctors have to think very carefully about who they refer and where they refer too. Your

doctor is the best person to advise you what is the most cost effective treatment route for you. If money can be saved it means there is more money to help the people who need it most. Please respect your doctors advice of what happens next for your course of treatment.

SHOULD I SEND MY CHILD TO SCHOOL

For children over 1 with coughs, colds ears, eyes nose throats, rashes, that develop over night perhaps don't send them to school and wait for afternoon appointments phone us first thing we usually have available appointments with the triage nurse who can prescribe and we can get you seen very quickly and then if they are well enough they can go on to school.

National Practice Survey and our Patient Responses

92% of the patients surveyed were able to obtain a doctors appointment within 48 hours

71% of the patients surveyed reported they could usually get an appointment to see their own or preferred doctor

77% of patients surveyed found it very easy to get through to us on the telephone

84% of patients surveyed are satisfied with our opening hours

96% of patients surveyed are satisfied with the service they receive from our practice

91% of patients surveyed found the reception team helpful

Overall we are delighted with these results.

All of the team continue to strive to provide our patients with the very best service

Together Everyone Achieves More

The Practice Administration Team of secretaries, receptionists, prescribing clerks and telephonists are all here to help you and to point you in the right direction. We do not expect to know your personal health details but if you can outline requirements you can be directed to the team member who can best help you. Get to know your team so they can help you.

We are always keen to know if we could do something better we seek to improve at every opportunity so do tell us if something has not worked for you we will listen and aim to do better next time.