

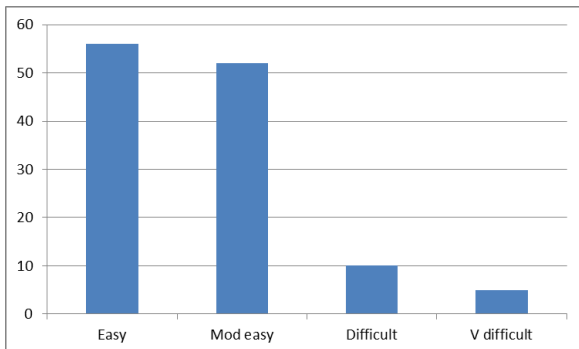
UNDERWOOD SURGERY

NEWSLETTER 03 / 13

In January we asked patients attending the surgery to complete a short questionnaire on behalf of our **Patient User Group**. Thank you to everybody who completed this survey. The detailed results of this are available on the front page of the surgery website – www.underwoodsurgery.co.uk.

BOOKING APPOINTMENTS

How easy do you find it to contact the Surgery by telephone?



Most people phone the surgery between 8:30 and 9:30 in the morning. Please consider phoning later as our lines are always very busy at these times.

The surgery phone system will queue up to 4 calls at once. If you are in a queue then you will hear an answerphone message from Fred Whalley our practice manager informing you that you are waiting... please be patient.

Why not register for online booking by visiting the surgery in person and asking for an online password? You can then book directly and avoid the telephone wait.

REPEAT PRESCRIPTONS

Which method do you use to order repeat prescriptions?

Most people leave a form in reception. This works well for the surgery as long as you use the tear-off slip– if you don't, then it is much harder for the receptionist to line

up your request with your record. It will take us longer to process requests and increases the chance of errors.

If you only occasionally request a prescription and have lost the tear-off slip, you can try using the online form on our website. Go to www.underwoodsurgery.co.uk, then click on 'Prescriptions' and then the 'Order prescriptions' box. You do not have to register for this service and it has the added advantage of allowing you to choose a pharmacy so that you don't have to visit the surgery at all.

Please consider always using the same pharmacy for your repeat prescriptions. It is likely in early 2014 that electronic prescriptions will be introduced so if you have a usual pharmacy then you won't need to request repeat prescriptions from the surgery anymore. You just order and collect your medicines from your chemist. Ask your pharmacist about this service.

OBTAINING YOUR TEST RESULTS

If you have a significantly abnormal result, we will always write to you or phone you.

If you have blood tests a week before your full nurse review, she will give you your results when you see her.

87% of you were happy for non-clinical staff to give out results authorised by a GP. Please phone the surgery between 2-3 pm and ask for your result.

52% of you would be pleased to receive normal results by mobile phone text. Your doctor may ask you if you would like this service when you book your test. The text will not state your name or the nature of the test, to preserve anonymity. e.g. 'your tests were all normal Dr RH—message from Underwood Surgery.'

REVIEW DATES

PLEASE don't put in a request for a repeat prescription if your review date has passed and you haven't booked a review appointment with your doctor or nurse. It may not be possible to process your request on the computer.

REMEMBER to book your review appointment a few weeks before your birthday. If you have hypertension or diabetes, you will need to come in six months later for another review with a nurse.

IMPORTANT CHANGE

NHS 111

Has taken over the telephone operating system for the Gloucestershire Out of Hours Service. So when you phone the surgery and we are closed, you will be diverted to NHS111 and an operator will take your details and then ask questions about your problem before you are offered a face-to-face or telephone appointment with a clinician.

UNDERSTANDING PRESCRIPTIONS

You may notice that this patient is on a blood pressure tablet and should therefore have a birth month review. A repeat prescription has been ordered without requesting this so we will have to enclose a reminder

This is your NHS Number

Birth month is March

Pharmacy Stamp	Age	Title, Name, Surname & Address	Mr D. HOLLANDS	07 Mar 2013 Page 1 of 1
	D.o.B		GL51 D.o.B: 5th March 1933 Age: 80 y NHS# 472 613 605	
Please don't stamp over age box Number of days' treatment N.B. Ensure dose is stated		NHS Number: 472 613 605	Please order your next prescription using http://www.underwoodsurgery.co.uk/forms/repeat-prescription.htm Please note it takes 48 hours for us to process prescription requests. Try to order before your current medicine runs out.	
Endorsements	Allopurinol 300mg tablets 3*28 tablet(s) - 300 mg ONE TO BE TAKEN DAILY		<input type="checkbox"/>	
	Atorvastatin 10mg tablets 84 tablet - 10 mg ONE TO BE TAKEN DAILY		<input type="checkbox"/>	
2 items on this prescription.				
Signature of Dispenser		Date	07 Mar 2013	
For dispenser No. of Prescs. on form	Dr Robin Hollands Underwood Surgery, Underwood Surgery 139 St. Georges Road Cheltenham 01242 580644		920441	GL50 3EQ
	Gloucestershire Pct		50H	
		Robin Hollands Underwood Surgery, Underwood Surgery 139 St. Georges Road Cheltenham 01242 580644		GL50 3EQ

This is when the computer thinks your next issue is due— regular drugs only.

This is your review date— generally all drugs will have the same review date. Please consider making an appropriate appointment before this date is passed.

This is your Usual Doctor. It helps us to know who you think this is so let us know if this is incorrect.