



Chineham Medical Practice Newsletter

Issue 4: December 2014

Welcome to the December issue of the Chineham Medical Practice newsletter

Christmas Opening Hours



The surgery will be closed on Thursday 25 December, Friday 26 December and Thursday 1 January 2015. All other days over the Christmas period are normal working days and we will be open as usual.



It's not a 999 emergency. But you need medical help fast.

There's now



number to call.



when it's less urgent than 999

When the surgery is closed i.e. 6:30pm to 8am Monday to Friday and all day at weekends and on Public Holidays, your urgent medical care is provided by NHS 111 on telephone number 111. 999 is only for genuine medical emergencies.

Please think carefully before dialling 999 or using the A&E department at the hospital.

Friends and Family Tests

From 1 December 2014, the Friends and Family test will be available in GP practices. This is a way of gathering your feedback about the service you receive from the practice which will help us to make improvements.

You will be asked "How likely are you to recommend our GP practice to family and friends if they needed similar care or treatment?" You will be invited to respond to the question by choosing 1 to 6 options ranging from "extremely likely" to "extremely unlikely". All answers are anonymous. The survey is available on our website, the check-in screens in the entrance to the surgery and by paper in the waiting room.

Practice Team News

Dr Philip Hiorns took semi retirement in November 2014 and his patient list transferred to Dr Zoe Thomas who re-joined the practice as a partner on November 1st. You will still be able to book appointments with Dr Hiorns, however, his availability will be limited.

Jamie Hadley joined the practice as a receptionist in October. Jamie will be working in the mornings and has worked in a number of customer facing roles.

November Practice Statistics

Practice population: 11,527

Male: 5,724

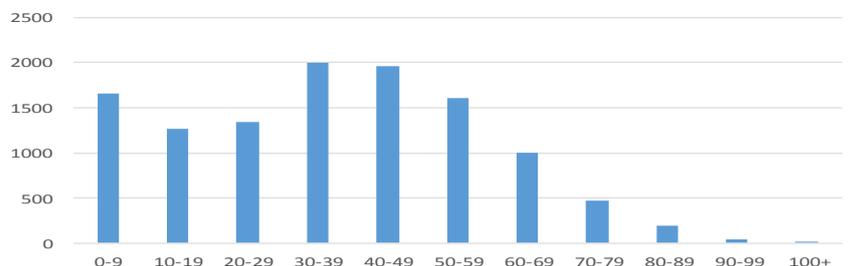
Female: 5,803

November Appointments: 4,756

Missed Appointments: 131 (3%)

Telephone Calls Received: 6,501

Age Demographics



Prescriptions



NHS

Electronic
Prescription
Service

Due to an increase in demand for appointments and telephone calls we have made the decision to withdraw the prescription telephone line (Option 2) with effect from 31 January 2015. From 1 February 2015 you will be only able to order your repeat prescriptions online, in writing via post or handing into the surgery.

The Electronic Prescription Services is a new way to get your prescriptions. The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does EPS mean for you?

- ⇒ Your repeat prescription will be sent electronically to the place you choose
- ⇒ You can collect from a pharmacy near to where you live, work or shop
- ⇒ You may not have to wait as long at the pharmacy as your repeat prescription should be ready before you arrive

Antibiotic Resistance on the Increase



ANTIBIOTIC
GUARDIAN

Antibiotics are generally effective only against bacteria. Every year new resistant bacteria are found which remain unharmed by any of our current antibiotics. Resistance has developed due to inappropriate use of antibiotics. Using antibiotics when you do not have bacterial infection increases the risk of developing these resistant bacteria. Look out for campaigns coming soon in your Chineham Surgery on antibiotics usage.

Patient Survey Feedback

During November 2013 and January 2014 we ran a patient survey to identify areas we could improve and develop. The table opposite shows what you told us and what actions we have taken in response.

What you told us	What we did
Easier access to appointments	Offered access to online booking for appointments and repeat prescriptions. Telephone appointments to reduce the need for face to face appointments
Continue to improve information and communication	Redesigned our website in April to make it more informative and user friendly TV screens are now updated on a regular basis. Produced more regular newsletters Advertised in the local newsletters such as Chineham Chat
Help people make contact via the telephone more easily	New telephone system introduced in June 2014 which is able to handle the increase in the volume of calls

Contact Us

If you need to make an appointment or speak to a doctor or nurse, please contact us on **01256 479244**.

You can also make a routine appointment for an adult using the online booking service. Ask our receptionists for more information or visit the website:
www.chinehamsurgery.co.uk

You can also get news and updates about the practice on our Facebook page:

www.facebook.co.uk/chinehamppg

or use your smartphone to like our page here:

