

THE BLACKHEATH STANDARD SURGERY

PATIENT NEWSLETTER

PLEASE FEEL FREE TO TAKE ME HOME!



Welcome to the Spring edition of our Patient Newsletter where we will be informing you of our services and of any new developments here at the surgery. We hope that this will be helpful to you and if you have any comments or suggestions please do not hesitate to let us know.

OUR NEWSLETTER IS ALSO AVAILABLE TO VIEW ON THE PRACTICE WEBSITE:
www.blackheathstandardsurgery.com

The Practice are constantly trying to improve the way the surgery runs to make it more efficient for all patients.

We are pleased to now offer:

Automated Check- In

We have recently installed an automated Patient self-check in, which we hope, will help to relieve pressure on the Receptionists who carry out a variety of clerical duties. Instead of queuing at the Reception desk to let us know you have arrived for an appointment, you can check in yourself simply and quickly by pressing a few buttons on the touch screen positioned on the wall next to the lift.

The touch screen will ask you for some information. From this information, the touch screen will find your appointment and display your appointment time and Doctor/Nurse, asking you to confirm if the appointment details are correct. Once you have confirmed these details, your clinician knows you are in the waiting room and you can take a seat. There is no need to report to the Reception Desk.

Self Service Body Stats Machine

(Located on lower ground floor)

This machine can:

Check your Weight

Check your Blood Pressure

Check your Height

To use the machine you will need a token which is issued by the receptionists.

You do not need an appointment.

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All you need to do is hand in one of the printed sheets with your stats on to the receptionist so they can be logged into your notes.

Please remember to add your name and DOB



Hospital Appointments

A time consuming task for our secretarial and reception staff is having to phone various hospital departments, at patient request, to try and find out if an appointment has been organised following a referral being sent by a GP. We have no access to special software or phone numbers where we can get this information for you. Unless you are physically unable, and have no one there who can help, then this task can, and should, be done by the patient themselves. Patients should phone the hospital and ask for the department in question to speak to a member of staff who can help.

GP Recruitment

We are still endeavoring to recruit more GPs, and thank everyone for their patience while we do so. Shortages of GPs are a national issue, but it is a top priority for us.

RECEPTIONIST QUESTIONS

If you've been in to the Practice recently, you may have seen new signs with the question "Why does the receptionist need to ask what's wrong with me?". This is part of a new campaign to reassure patients that if our reception staff ask you questions over the phone or at the desk about why you need an appointment, they aren't being nosy or trying to be difficult, but trying to ensure that you receive the most appropriate medical care from the most appropriate health professional at the most appropriate time. Our clinical members of staff need the reception team to ask these questions because it helps them to priorities and prepare for their day and ensures that all patients receive the appropriate level of care. General Practice reception staff, like all members of staff, are bound by the rules of confidentiality so you can be assured that any information you give to any member of our team is kept strictly confidential. We would take any breach

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of confidentiality very seriously and deal with it accordingly. Our reception staff are happy to talk to you away from the reception desk if you would like a little more privacy to talk, and of course if you feel an issue is very private and do not wish to answer any questions, this will be respected.



Travel Advice

The Practice offers a travel advice service to patients registered here. We are also a registered Yellow Fever Centre.

If you require any vaccinations relating to foreign travel, please make an appointment with the practice nurse to discuss your travel arrangements. It is important to make this initial appointment as early as possible, ideally at least 6 weeks before you travel, as second and subsequent appointments may be required with the practice nurse to receive the vaccinations. For more information, please see our website at:

www.blackheathstandardsurgery.com

Please note that some travel vaccines incur a charge. This is because not all vaccinations are included in the services provided by the NHS. Read the latest health advice for the country you're travelling to and check the travel safety updates with the Foreign & Commonwealth Office. Make sure you have appropriate travel insurance that will cover all the activities (e.g. water-skiing, scuba diving) that you plan to undertake.

Patient Participation Group

The Patient Participation Group meets regularly and we welcome new members. We discuss issues affecting the practice and its patients and their families. We are always happy to hear your views on how we can improve our services at the surgery but we are aware that it is sometimes inconvenient or difficult for people to give up their valuable time to come to meetings here at the surgery, therefore we have set up a "Virtual Patient Participation group" which will run alongside our current Patient Participation Group. The aim of both groups is to reach out to a wide range of our patients of all ages and ask for their feedback as to how our surgery is doing. If you are interested in joining

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either group please contact the surgery by sending an email with your details to: jackiehobson@nhs.net or speak to a receptionist next time you visit the surgery.



ONLINE APPOINTMENTS

You are able to book a doctor's appointment online using our online booking service. It is called "patient services online" which is a booking service where you can book an appointment to see the doctor yourself. You can also request a repeat prescription. You must be over 18 years of age and you will need to register for this service. You will also need your own personal email address; we cannot accept shared or work email addresses.

Speak to a member of the reception team for more information or visit the

Website: www.patient-services.co.uk

You can also download the GP APP to book appointments and order repeat prescriptions on your smartphone.

Carers

Carers provide help and support to partners, children, relatives and neighbours who could not otherwise manage due to disability, physical or mental illness. If you feel that you are or might be a carer let the Doctor, nurse or health care assistant know at your next appointment. As a carer you will be entitled to an annual flu jab and an annual

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health check if you would like one. You can also request to be referred for a carer's assessment.



Smoking

If you think you need help to stop smoking, or you want to discuss how you might stop and what's out there to help you, for example, using nicotine patches, nicotine replacement gum/tablets etc., please book an appointment to see one of the Health Care Assistants. With the average cost of a packet of 20 cigarettes at £9.50, if you smoke 20 per day over the whole year you could be spending something in the region of £3500!! If you've got a special holiday planned, maybe for an anniversary or birthday, this might be all the incentive you need to give up once and for all.

Our HCA's and Practice Nurses can also help with weight management and are happy to advise you on eating a healthier, balanced diet. If you would like to discuss lifestyle changes, please do book an appointment. Eating more healthily does not mean depriving yourself!

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