

Nethergreen News May/June 2008



Welcome to another edition of our Newsletter.

We haven't much to tell you this time, but I'm covering
Repeat prescriptions via the Internet
Missed appointments
More than one problem in an appointment
Extended opening hours
Car parking

REPEAT PRESCRIPTIONS:

You may be aware that we have offered a facility for some time now of booking appointments on the Internet; this is via a link through EMIS Access - so far 66 patients have registered to use this facility, and 60 of those have made appointments.

I'm pleased to be able to tell you that you can now order repeat prescriptions through this facility—it's very easy and means you don't have to call down to drop the request in, or even post it (although you still need to call to collect the prescription!).

Those of you that are already registered can start using it straight away, and if anyone who isn't registered wants to either find out more, or register, then please ask for Sue Dilks next time you are in the building, and she can arrange the registration for you. (unfortunately we do need to see you face to face to do this)

EMIS Access can be found on our website: www.nethergreen-surgery.co.uk

MISSED APPOINTMENTS:

March was a better month in that only 77 appointments (38 Docs & 39 Nurses) were missed. But April saw an increase back to 100 missed appointments (46 Docs & 54 Nurse). Some of you that miss the appointments are ringing up afterwards apologise, and while I thank you for that, it doesn't really help either us or other patients, as the appointment has already been wasted. **Please** ring us in advance if you can't keep the appointment.

MULTIPLE PROBLEMS IN ONE APPOINTMENT:

We are noticing that more of you are taking the opportunity in a 10 minute appointment to discuss several issues with the Doctors; this can obviously cause the consultation to overrun, which in turn leads to other patients with later appointments being made to wait longer than necessary. If you do need to discuss several problems on your visit to a Doctor, could I ask you to request a double appointment when you book; if you don't, you may run the risk of the Doctor only dealing with the first problem, and then asking you to book a further double appointment to discuss your other issues.

(PTO)

EXTENDED ACCESS:

You'll remember that the last Newsletter carried a large article on this subject; well, unfortunately, we don't seem to be any further advanced in the two months that have elapsed!

The publicity surrounding the longer opening hours has now died down, but we are still waiting for clear and concise guidelines from the Department of Health with their requirements for providing this extended service.

We, and the PCT, did receive some interim guidance three weeks ago, but the information in that document wasn't clear, and there is still confusion over certain aspects of how we will operate the longer hours, who we will see (will it be pre-booked appointments only, or a mixture of pre-booked and walk in appointments) , and other issues.

We know that many of you would like us to open in an evening or on a Saturday, however Practices participation in this scheme is voluntary and there are several issues to work through before we can make that decision, so at the moment, the Sheffield Local Medical Committee (a group of Doctors representing all the GP's in the city) are in discussions with Sheffield PCT, to see if we can obtain a local agreement and resolution to this situation, and make a decision sooner rather than later on whether or not we are to offer longer opening hours.

As always, we will take the patients' requirements into consideration, and I'll let you all know when there is any progress on this.

CAR PARKING:

This is gradually improving, but there are still many occasions where able bodied patients are using the blue badge spaces—we did have one instance a few weeks ago where a wheelchair bound patient was unable to park his adapted car in the blue badge spaces due to cars without badges parking there. Please consider the needs of these patients

Finally, for those of you that haven't looked at it yet, our website (www.nethergreen-surgery.co.uk) is up and running— the hits are increasing and we are now on the first page of a Google search!