

# *Drs Harker, Shanmugam & Butt*

## *Westside Surgery Patient Newsletter*

# **WESTSIDE STORY**



MAY 2011

### **Contents:**

- *Welcome*
- *Book appointments & prescriptions 24 hours a day*
- *Staff update & clinic changes*
- *Your surgery needs you!*

## **BOOK APPOINTMENTS & PRESCRIPTIONS 24 HOURS A DAY**

Did you know that you can now book, check or cancel appointments either by telephone or the internet 24 hours a day? At the moment you can only book doctors' appointments this way, but you can check or cancel any appointment, including with the nurses.

There are two ways of doing this, by telephone or the internet.

### **Telephone 24hrs**

To use the 24 hour automated telephone service, call the surgery on 01205 362556 and select option 1.

You will then get more options such as which doctor you want to see, or whether you just want to book the first available appointment. You can also hear a list of all appointments you have booked and can cancel any that you no longer need.

### **Internet booking**

If you have access to the internet, you can register to use SystmOnline, which links directly to our clinical records software, SystmOne. Through SystmOnline, you can book up to five weeks in advance. You are limited to only being allowed to have

## **WELCOME...**

...to our first Westside Surgery newsletter for patients, called Westside Story.

We hope to publish a newsletter at least four times each year in order to keep you up to date with changes and developments at the surgery. If

you have any comments on the newsletter, the services we provide, or if there's something you think would be useful for us to include in a future newsletter, please let the practice manager know. We welcome your comments and suggestions.



three appointments booked at any time with either the doctors or nurses. This means that no one can block book lots of appointments and prevent other people from being able to find an appointment.

### **Prescriptions**

You can also order your repeat prescriptions using SystmOnline. This is the safest way of ordering repeats as the information goes direct to your record.

### **Better access**

We've introduced these services so that patients

have greater choice and accessibility to our services. You can use the telephone or internet services 24 hours a day, so don't need to wait until reception is open or wait in a queue. You can do it when it suits you. It also means that our receptionists have more time to deal with people who need their expert help either face to face or on the telephone.

### **Register to use it**

To register to use SystmOnline, please speak to a receptionist

## **STAFF UPDATE & CLINIC CHANGES**



### **Dr Heuer & Paula**

As you may already know, Dr Heuer and his family have moved back to the town in Germany where Dr Heuer grew up. Not only have we lost one of our popular doctors, but his wife, Paula, was one of our nurses, so we have had a double loss. We wish them all the very best for their new life. We will give

details of Dr Heuer's replacement in our next newsletter.

### **Nurse clinics**

As a result of Paula leaving, we are making some changes to our nursing team's hours and duties. Nurses Amy and Janice will share the childhood immunisations previously done by Paula. Amy's warfarin clinic has moved to Tuesdays and Janice's respir-

atory clinics have been spread across the week in order to give more choice to patients. Those patients needing spirometry may now have that done by one of our trained health care support workers, Maggie or Tammy, before seeing Janice for specialist respiratory advice.

### **New receptionist**

We are delighted to wel-

come Vicky to our team of receptionists. We advertised for 'a smiling face' and think you'll agree we've got one! Please be aware that it can take a long time for a receptionist to learn the ropes, so please be patient with Vicky whilst she trains.

### **Reception uniforms**

We hope you like the new blouses that our receptionists will soon be wearing.

*If you have any comments about the newsletter or any of our services, please contact the practice manager.*

We're on the web! [westsidesurgery.co.uk](http://westsidesurgery.co.uk)



## YOUR SURGERY NEEDS YOU!

We want to know what we can do better and what you think about the services we provide. To help us do this, we are setting up a virtual patient representation group so you can have your say. We will ask these patient representatives questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via SMS or the internet, so it shouldn't take much of your time. We want about 100 representatives from as many types of patient as possible, so need some young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

If you are happy for us to contact you occasionally by email please fill in your details below and hand this form back to reception or post it in the prescription box.

Name:

Postcode:

Email address:

Do you consent to us contacting you by email? Yes  No

The information requested below will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male  Female

Age group: Under 16  17 – 24  25 – 34  35 – 44  45 – 54  55 – 64   
65 – 74  75 – 84  Over 84

Please indicate which ethnic background you would most closely identify with:

White: British  Irish  Other European

Mixed: White & Black Caribbean  White & Black African  White & Asian

Asian or Asian British: Indian  Pakistani  Bangladeshi

Black or Black British: Caribbean  African

Chinese or other ethnic group: Chinese  Any Other

How often do you come to the practice?

Regularly  Occasionally  Very rarely

Do you suffer from any long term condition? Yes  No

How would you describe your main occupation status?

Employed  Retired  Student  Unemployed/unable to work

Thank you—we will be in touch shortly. Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to know what information is held about you and sets out rules to make sure