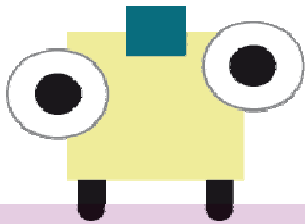


Prudhoe

medical group



WELCOME

Patient Newsletter

Issue 1

February
2010

Surgery Update

Welcome to the first issue of the Prudhoe Medical Group newsletter.

We will publish this newsletter bi-monthly and welcome all patients comments and suggestions. If you have any ideas, information for, or would like to publish an article in the newsletter please forward them to Margaret Ross Practice Manager or by email to:

Prudhoemedicalgroup@nhs.net.

Did you know...?

'You can book, amend or cancel all of your GP appointments on-line, up to 6 weeks ahead of your appointment date — just ask at reception for a secure username and password.'



Wasted appointments

In December alone **131** appointment slots were wasted by patients who did not attend their appointment and did not give prior notification to the surgery. That's **over 25** hours of clinicians time that could have been spent seeing patients who really needed to be seen.

We ask all patients to help us and others by advising us as soon as possible if you cannot keep to your appointment time or wish to cancel it.

To keep this issue at the front of everyone's minds we have notices in the waiting room and will ensure the DNA rates are features on the Newsletter and on our website.

Please remember next time it may be you who needs an appointment urgently.....

Swine Flu Immunisations

The vaccine is still available to all patients in the at risk categories and has now been extended to include all children aged between 6 months and 5 years of age. If you think you are entitled to the vaccine and would like to receive it please ask at reception as to your eligibility.

Have you attended Accident & Emergency or a Minor Injuries Unit recently?

As of 1st April 2006 GP Practices were made responsible for managing their own NHS Budgets. This means that for every patient of the practice whom attends A&E the practice is charged. During the period of April 09 to Oct 09 Local NHS costs for A&E attendances for patients from Prudhoe Medical Group was **£83,308**.

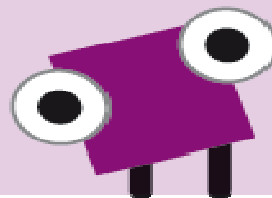
Your local Pharmacy and the GP's here at the surgery can treat many minor injuries & ailments.

If you are unsure, please just give us a call and we can direct you to the most appropriate source of care.

December DNA Rate:

137
appointments

Over 25 hours
wasted



Patient Participation Group

As part of our continuing improvement initiatives we have recently formed a Patient Participation Group. The group is made up of patients from the surgery and meets approximately once a month.

The aim is to ensure the needs of our patients are being met and to help us to improve services to you.

Various initiatives have been started. We have added a new notice board in the waiting area where the group will keep all patients up to date with their progress. The group has decided that they will invite local charities and support groups to promote

their activities on the board and they will be offered space to do this, rotating the cause monthly. We hope you will find this both informative and helpful.

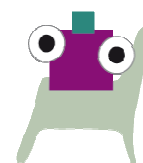
Members of the group will be in the waiting area on Mondays during February, they will be promoting the group as well as assisting patients in the use of the Self Booking in touch screen in reception.

If you have any questions or comments for the group, or are interested in becoming involved with it please either leave your details at reception or email us on:

prudhoomedicalgroup@nhs.net

Did you know.....?

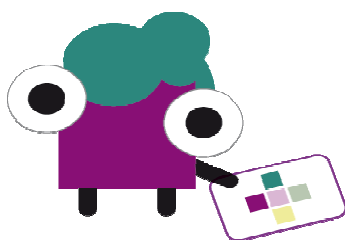
We have early morning appointments from 7.30am and evening appointments available up to 7pm for patients that can't come during normal surgery hours.



You asked and we listened.....

We have recently purchased a new children's toy for the waiting room.

The **Busy Cube** is provided to keep children amused whilst waiting for their appointments.



At the touch of a button.....

Appointments with the doctors can be booked online up to 6 weeks ahead of your appointment date. Repeat prescriptions can also be ordered online.

If you would like to use this quick and safe service please ask at reception for a secure username and password.

We hope to have available very shortly appointments bookable online with the nursing team too.

Visit our website at www.prudhoomedicalgroup.com

Another recent addition to the practice is the Self Booking in screen in the reception area.

We would like to encourage patients to use this quick and easy system to confirm their arrival for appointments. This means no queuing at the desk and also allows our reception team to be more efficient and deal with other queries and phone calls. If you are unsure of how to use the screen please ask and one of our receptionists will be happy to help.

Know Your NHS Number

Your NHS Number is unique to you. Using your NHS Number to identify you correctly is an important step towards improving the safety of your healthcare. If you know your NHS Number, or can show your medical card, you can help healthcare staff find your records more easily and share them safely with others who are caring for you. As an added safety measure, you can start checking the things the NHS sends you to make sure they have the right NHS Number.

Baby Corner

Baby clinic now runs from 9am until 12 noon on Tuesdays.

This is a drop in clinic and it is hoped the amended times make it more accessible for those who have to do the school run before hand.

From 1.30pm—3pm on Tuesday afternoons there is a Baby Group, all are welcome to attend this with a baby under 1 year of age. Again this is a drop in session and is run by the Nursery Nurse in our Baby Clinic.

Tuesday afternoons at the Children's Centre there is a Baby Massage group, This is also run by a Nursery Nurse and if you are interested in this please enquire in the baby clinic for details.