

Patient Participation Group Newsletter 28TH JANUARY 2015

1. Appointment Reminder Service Via Text

As a result of a patient survey in November 2014, Scott Park Surgery will be starting an appointment reminder service via text on 1st February 2015. Patients would need to **OPT IN** if they wish to have this service. For those patients who wish to opt in, please complete the opt-in form at reception or download from www.scottparksurgery.co.uk. Please ensure we have your up to date mobile phone number at all times.

2. The NHS Friends and Family Test

These forms are available for patients to fill out on the reception counter. After completion, the form can be posted in the NHS Friends and Family box on the table in the waiting room. This is feedback for the surgery, asking patients how likely are they to recommend our service to friends and family if they need similar care or treatment.

3. Flu Clinics On-line

As from September 2014, at risk patients who had online access were able to book their flu appointments themselves.

This new service proved to be successful without problems.

4. Patient On-line Access – Viewing GP Medical Records

Since 1st October 2014, our patients have been able to view their core medical record, i.e. list of medications, allergies and immunisations, in addition to being able to book doctor's appointments and order their repeat prescriptions on line.

Patients would need to complete the patient access application form if they wish to use this service. Forms are available at reception or can be downloaded from www.scottparksurgery.com

5. DNA APPOINTMENTS

Could patients be reminded that if they do not wish to attend their appointment, can they please ring the surgery to cancel. This would free up their appointment for another patient.