



CORNER PLACE SURGERY

NEWSLETTER – SPRING 2018

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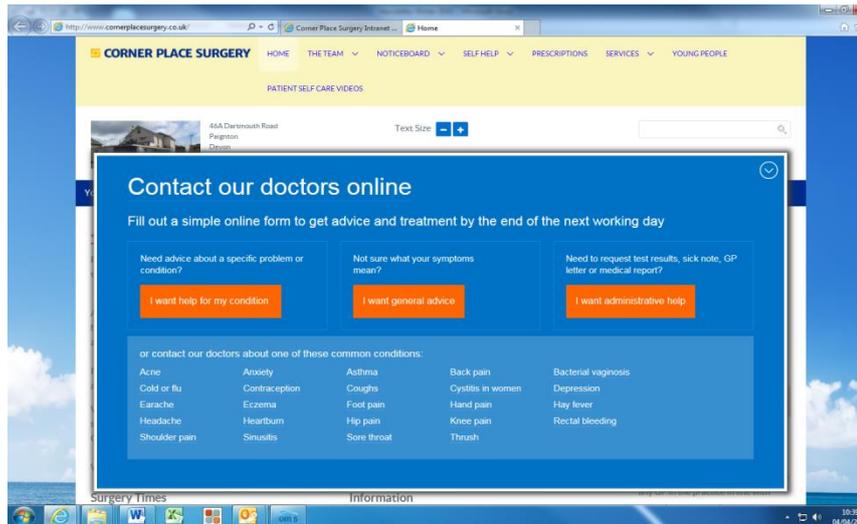


www.cornerplacesurgery.co.uk

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IMPROVING ACCESS TO YOUR GP – E-CONSULT



If you would like to consult online with your GP, why not try out e-consult. You will receive a response within 48 hours. This will help patients by not having to queue on the phones as e-consult is done using digital technology. You may want to use the extensive self-help guidance that is available. There is also a symptom checker. To access E-Consult, go to our website www.cornerplacesurgery.co.uk You may find that this avoids the need to make a visit to the GP practice altogether!

TELEPHONE SYSTEM

We would like to apologise to patients for issues some of you may have experienced recently with our phone system. We continue to liaise with our Telecoms company to make improvements. We appreciate your patience with this.



GP online services
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

help patients who are not able to sign up for online access, because the phone lines will be less busy. To sign up, either, ask for a form at reception or complete the form attached to this newsletter and bring it back to the surgery with the necessary ID.

REQUESTS FOR PRESCRIPTIONS

Our prescription telephone service will stop on the 14th May 2018. From this date we will no longer be accepting medication requests over the telephone. If you are not able to sign up for online access, please pop your request through our door or post it to us. It takes us up to 48 hours to process your prescription and pass to your nominated pharmacy or for collection from the surgery.

If you normally order your medication via your pharmacy, this option will no longer be available to you from the 14th May. You will be responsible for ordering your own medication.

SERVICES DURING THE SNOW

We are very happy to say that our services continued despite the bad weather. Most of our reception and administrative teams made it in by foot, as did most of our clinicians. Doctors that were not able to make it in to work managed to triage from home. Well done to all.



We had a few patients contact us and offer help by providing a 4x4 vehicle to help get our staff to and from work. We were very grateful. In the unlikely event of a repeat of bad weather, it would be useful to know if there are any patients with a 4x4 that would be happy for us to contact them. Please let our reception team have your name and contact details.

HEALTH NAVIGATION

Along with other surgeries in the bay, In order to direct patients to the right clinician, our reception team have been asked to use a triage tool for certain conditions and you may be asked a few basic questions regarding your problem. At present we are focussing on joint pain. We appreciate your cooperation with this. So far, feedback has been very good. You might find it useful to know, that you can self-refer direct to Physiotherapy by contacting 0300 456 9987.

GDPR – coming soon

GDPR is a new Europe wide law that replaces the Data Protection Act 1998 in the UK. The change takes place on 25th May 2018.

We are currently working on our policies and procedures to ensure we meet the new regulation. Further details will be published on our website and in the practice nearer the time.

UPDATING CONTACT DETAILS

Next time you get in touch with us, please provide details of any changes to your address or contact numbers. It is important that these are kept up to date so we can contact you should the need arise.

INNOCULATIONS

PNEUMONIA - Over 65? book in for your pneumonia vaccine, you will only need this once.

SHINGLES - Over 70? check your eligibility for the shingles vaccination

Travel

A questionnaire must be completed before booking an appointment. Please bring payment with you on the day of your appointment. A card machine is available in the practice. Please complete the forms at least 8 weeks before your travel date. If you are travelling within 6 weeks and have not made an appointment you may be advised that it is too late to see the practice nurse and given an alternative number for a travel clinic.





PATIENT ON-LINE ACCESS

YOU CAN NOW BOOK APPOINTMENTS AND ORDER REPEAT PRESCRIPTIONS ON-LINE.

APPOINTMENT BOOKING

- **Book and cancel appointments with your doctor online.**
 - **Appointments are available to book in advance.**
- **No need to make a phone call, just log on and book your appointment when it's convenient for you, week-end and evenings.**
- **Want an appointment on the same day? These are available to book from 5.00am in the morning, Monday to Friday.**

REPEAT PRESCRIPTIONS

- **The safest way to order medication is on-line.**
- **You don't need to make a special trip to the surgery to order.**
- **Order from home when it's convenient for you, week-ends and evenings.**

You will also have access to basic GP records which will be developed over time

HOW TO REGISTER

- Go to 'patient access login' on our web site www.cornerplacesurgery.co.uk and go through the registration process. This will allow you to make one appointment online.
- OR**
- Tell us you would like to start using online services and complete the form over-leaf

We will need to check who you are to make sure you only see your record and not someone else's. We want to protect your records from people who are not allowed to see them.

We will need you to show **Photo ID** and **proof of address**, for example, a passport or driving licence **AND** a bank statement or council tax statement before we can process your online registration. (If you do not have the appropriate ID you can still register so please speak to a member of staff)

To find out more visit nhs.uk/GPonlineservices

Application for online access

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Mobile number	Telephone number

For practice use only

Patient NHS number		Patient EMIS Number
Identity verified by	Date	Method Vouching (clinician ONLY) <input type="checkbox"/> Vouching with information in record (clinician ONLY) <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>
Details of verification (information used, ID seen)		
Account Created by		Date
Notes		