



CORNER PLACE SURGERY

NEWSLETTER – WINTER 2018

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www.cornerplacesurgery.co.uk



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HAPPY NEW YEAR!

Happy New Year to all our patients and welcome to our newsletter which we hope to produce quarterly.


COMING SOON

From February, we are introducing a new way of directing patients to the most appropriate clinician/service. You may be asked to give some brief information on the nature of the call. The Doctors appreciate your help in supporting us work more efficiently.

CORNER PLACE SURGERY NEWS

In June 2017, we welcomed patients from Withycombe Lodge Surgery. This was a challenging time for us all. Since then, we have listened to patient feedback and we have increased appointments for blood tests and increased Nursing and GP time. We have also recruited more receptionists. The reception team are getting up to speed after all the necessary training and am sure they will do a fantastic job.

Welcome



GP online services
Quick, easy and secure

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

Our focus for 2018 is to continue to provide the excellent service Corner Place Surgery patients are used to. One of the ways you can help us, is to sign up to online services. Many patients are using this and finding it very convenient to book and cancel

appointments online and to order repeat medications. This then saves you from having to queue on the phones during busy times. 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.

STAFF NEWS

We welcome new members of staff to our team. We now have a Patients Services Manager (Clare Lamburn), responsible for training and the running of reception. Clare has a wealth of experience in general practice and is already proving an asset to our team.

Dr Nick Ward has joined us. He is a very experienced GP from Northamptonshire. We also welcomed Dr Bill Nolan and Dr Nicki Spicer in September from Withycombe Lodge Surgery.

SOCIAL MEDIA



Please note - We cannot respond to any comments left on Spotted Paignton, Facebook or any other social media sites due to patient confidentiality. These sites are not anonymous. We welcome any constructive feedback via NHS Choices, in person or by letter. Don't

forget to tell us when we are doing well.

NOT TOO LATE TO GET YOUR FLU JAB!

If you are eligible, we still have flu vaccines available. No need to book, just turn up between 0800 – 1730 Monday – Friday!



CORNER CARE



This is our patient support group, run by volunteer patients for patients. They help with transport to and from the surgery or hospital, for which a small donation is appreciated. They also befriend those in need of company and organise fund-raising and social events.

New volunteer drivers are needed. If you can give a little of your time, please contact the surgery for more information.

CARERS

If you're a Carer who helps and supports someone who can't manage on their own, we want to ensure you get all the support YOU need.

We are trying to identify as many Carers as we can, particularly those people who may be looking after a member of their family or helping a friend or neighbour with day to day tasks, don't really regard themselves as a Carer and are undertaking vital activity without help or support.

Although extremely valuable and important, Caring for someone can mean being in demand round the clock and lead to a feeling of isolation, which is why we want Carers to receive all the support and information we can give, on topics such as benefit entitlement, access to respite care or maybe simply to provide a kindly ear when things get too much.

If you are caring for someone, we really would like you to let us know, so that we can ensure our records are up-to-date and, if you are agreeable, pass your details to our Carer Support Worker.

To contact our Carer Support Worker, please call the main surgery number.

For older patients, a lot of useful information can be found at www.ageuk.org.uk





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			