



## Elm Hayes Surgery Patient Newsletter Autumn 2017

**Opening Hours**  
Mon – Fri 8am – 6.30pm

**Extended Opening Hours**  
Our extended opening hours are offered on Monday evenings from 6.30pm – 7.30pm and some Saturday morning appointments are available.

**In addition to extended hours GP appointments, with effect from October 2016 we are pleased to be able to offer nurse appointments for dressings, smears, blood pressure, diabetes, asthma and copd checks for those patients who find it difficult to attend during the normal working day.**

**Out of Hours Emergency Telephone Number**

111

**Dispensary Opening Hours**  
8.30am – 6.30pm

Please note during staff holidays our dispensary will be closed for lunch between 1pm and 2pm

**Please note that we are unable to accept prescription requests over the telephone. Please use your repeat prescription slip and hand in to reception or use our online services. This applies to both dispensing and non dispensing patients.**

**You can order your prescriptions and make appointments using our online services, see [www.elmhayessurgery.co.uk](http://www.elmhayessurgery.co.uk) or ask at Reception for details.**

### Flu Clinics



We are now taking bookings for our flu clinic. If you have a long term condition such as COPD, Heart Disease, Diabetes, Asthma (and use 2 or more inhalers) or if you are over 65 years of age, are pregnant or a carer of someone please ask at reception for a **FLU CLINIC APPOINTMENT**  
If your child is aged 2 or 3 years we are also able to provide a flu vaccination.

### Enhanced Summary Care Records

Would you like us to be able to upload your Medical Record to be viewed by another agency in the case of an emergency situation?

If so, please complete the Enhanced Summary Care Record Consent Form available at front desk. This will ensure that hospitals, ambulance staff, and other emergency care agencies can view your problem history, medication and allergies.

### Facebook Complaints



We have recently experienced damaging comments via a local Social Media source. We do have a complaints policy and should anyone wish to complain about the standards of care or treatment they receive from us we welcome their feedback. Please ask at reception for a complaints form and a copy of our complaints policy. Any complaint is taken seriously and using the appropriate format to provide feedback gives us the opportunity to investigate what may or may not have happened and learn from any mistakes that we may have made. False, abusive comments on Social Media can seriously damage the Doctor/Patient relationship.

We have now set up our own Facebook page @elmhayessurgery in order that we can use Social Media hopefully in a more positive, helpful way.



## ????? Frequently Asked Questions ?????

??? Why do I sometimes have to wait 3 weeks to see my Doctor ???

We are a very busy and popular surgery. Like all **NHS** services we are currently under pressure from increased demands and an aging population. Please be assured we are doing our utmost to see our patients promptly and efficiently.

### There are a few things patients can do to help us.....

- If you are unable to attend an appointment please phone us to cancel. We waste (on average 180 appointments per month on people who fail to attend their appointments.
- Please seek advice from a Pharmacist for minor illness, they may be able to help you without the need to see a Doctor (this will save the appointments for those who really need them).
- For problems with your teeth or gums, please see your Dentist, they are able to prescribe antibiotics should you need them.

??? Why is no-one answering the phone on front desk ???

Please be assured the reception staff are not ignoring the phone. We have a team of reception staff upstairs answering calls in a more private environment. The receptionists priority on front desk is to deal with the patient in front of them.

- Please leave non urgent calls or requests for sick notes/test requests/medication queries until later in the day, this will ensure that staff can deal with appointment requests promptly.

??? Why is my prescription not ready ???

We need 48 working hours to process a prescription request at reception and ideally 72 for dispensary.

- Please allow enough time for your medication to be ordered and dispensed at the pharmacy or dispensary
- Please **DO NOT** ignore your medication review date as this could lead to a delay in the GP authorising your prescription.

• ??? Why is my Doctor running late ???

We really do try to run on time. Running late inconveniences patients, staff and clinicians so we do try and avoid this if at all possible. Unfortunately, we are often unable to predict whether or not appointments will be on time. It depends on what happens on the day.

- Please ensure you allow enough time for your appointment
- Please remember we do offer longer appointments if you have more than one problem to discuss, please ask at reception when booking for a double appointment.

??? Why can't I just have a quick word with my Doctor ???

If you have a query we do offer telephone consultations, unfortunately we can't just ask a Doctor to speak to you as they would be completely overwhelmed with queries and would run out of time.

??? Why do Receptionists ask me what the problem is – they're not medically trained ???

Our receptionists do undertake medical triage training to ensure that they signpost the patient to the correct service. Taking details of your problem also helps to prioritise patients who are attending for emergency appointments to ensure that anyone who is really sick can be dealt with urgently.

**We are all here to help patients and deal with things the best way possible.**

**Your feedback is very important – both good and bad.**

**If you have any suggestions as to how we can improve – let us know.**