

Green Street Practice

Patient Participation Group

Green Street Clinic, 118-122 Green Street, Eastbourne BN21 1RT

Issue 2 - January 2018

Practice Overview Survey

There is a survey printed on the back of this newsletter, which is intended to give the Practice an overview of the use of key services available to all patients.



It would be greatly appreciated if you could take a minute to answer the questions and return it to the box by Reception by the end of February. More in-depth communication will then follow the results.

Keep Warm and Well

If you are on a low income and are either: an older person, a family with children, a disabled person or someone with an ongoing health condition (or if anyone in your household is), then you may qualify for a free Winter Home Check.

For more information, visit:

www.warmeastsussex.org.uk

Group of Voluntary Supporters

Last month, in our first edition, we introduced you to the members of the PPGC. In addition, the Practice is helped by a Group of Voluntary Supporters, who provide valuable assistance on a regular basis to support the smooth running of such items as:

- Use of the check-in system to alleviate pressure on Reception.
- Support in the smooth running of specific clinics – e.g. Flu Vaccine
- Notice boards
- Magazines
- Toy Stocks

You will be able to identify them through the security badges they will be wearing while carrying out this much appreciated range of activities.

Do you look after someone who couldn't manage without your help?

We're here for you if you need advice, information or support.



T: 01323 738390 E: info@cftc.org.uk



FREE Sing & Swing for Dementia

Every Friday 2pm-3.30pm
Refreshments provided
care@ivyhouse-dementiacare.com
Tel: 01323 431801
www.care@ivyhouse-dementiacare.com
19 Hartfield Road, Eastbourne BN21 2AR

The Practice is launching a Cervical screening (smear test) Campaign

For more information, please visit:

jostrust.org.uk

Jo's cervical cancer trust



Green Street Practice – Survey 2018

1. Online booking facility

Do you use the online booking facility?

Yes No

If the answer is no, is that because:

- You haven't registered with Reception to use it
- You don't use the internet
- You have tried and found it too difficult
- You have tried and been unable to gain an appointment

2. Text Reminder Service

Do we have your up to date mobile number?

Yes No

If no, please use this opportunity to update our records by inserting your number at the bottom of this page

If yes:

- a) do you receive text reminders for confirmation of your appointment? Yes No
- b) have you used the cancellation option within the text reminder service? Yes No

3. Check in

On arrival for your appointment do you use the automatic check in? Yes No

If the answer is no, is that because:

- You don't know how it works.
- You have tried and found it too difficult.

Would it help if someone showed you how to use it? Yes No

4. Repeat prescriptions

Please tick below to indicate which repeat prescription service you use:

- Repeat prescription in the box in Reception – collection of repeat prescription and delivery by you to a Pharmacy of your choice.
- Repeat prescription in the box in Reception – collection of your medicine directly from a Pharmacy
- Repeat directly submitted to the Practice by your preferred Pharmacy, and then you collect your medicine direct from them.
- Repeat prescription using the Electronic Prescription Service and your nominated Pharmacy.

Does the method chosen above work efficiently? Yes No

5. Notice boards

Do you read the notice boards in the Practice?

Yes No

They currently contain a vast amount of information. Or would you prefer:

- Dedicated boards to particular subject matter
For example:
 - Children/Parents
 - Elderly care
 - Benefits
 - Local facilities – fitness etc

6. The Patient Participation Group Committee (PPGC)

Are you aware of the PPGC

Yes No

7. Newsletter

Have you seen and read the recent newsletter

Yes No

Have you given permission for us to send you the newsletter by email

Yes No

If not, could you assist in this by providing your email address below and, in so doing, agree to receive future Newsletters electronically.

Email address:

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Mobile number:

.....

Name (please print):

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Please return to the box by Reception by the end of February.

Thank you for your assistance with this Survey.

January 2018