

The Green Street Patient Participation Group (PPG) continues to meet regularly and tries to help the Practice in its work to improve services for patients – a few of the issues we are involved with are mentioned below.

If you have an issue that you'd like the PPG to look at – a helpful idea may be – then please contact us via the Practice. Please address your query or correspondence to Green Street Clinic PPG, c/o The Surgery. Make sure you leave your name and a contact number so we can reach you if we need to, thanks!

## New Telephone System

The practice has recently installed a new telephone system which has given the opportunity to update and improve the options available to you when you ring the surgery. The aim is to get you to who you want to speak to, quicker. We'd welcome feedback – let us know if it's working for you! You can always reach the PPG via the Practice.

Public Holiday Closure – Please note the surgery will be closed on the following Public Holiday: **Monday 27<sup>th</sup> August**

Register for our next Newsletter at:  
[www.mysurgerywebsite.co.uk/secure/subscribe.aspx?p=G81032](http://www.mysurgerywebsite.co.uk/secure/subscribe.aspx?p=G81032)



What areas would you like to see covered in future Newsletters?

Please let us know!

## Missed Appointments

Do you find it frustrating when you can't get an appointment? You may be shocked to know that during March, April & May this year there were a total of 116 missed Doctor's appointments and 350 missed appointments with the practice nurses. That's the equivalent of 15 GP surgeries and 30 practice nurse surgeries in 6 months. So in the last year the practice has lost a total of 464 GP and 1400 practice nurse appointments!

If you no longer need the appointment you have booked, please remember to cancel it so that it can be offered to someone else.

You can cancel appointments at any time without needing to speak to a receptionist, using the automated booking system. One of our projects in the near future will be working with the practice to review how 'Do not Attends' (DNA's) can be reduced.

Following your comments in the recent patient survey we are pleased to report the practice has now re-instated children's toys and books in the waiting rooms.

If you have any unwanted, washable toys please would you consider donating them to the surgery?  
Look out for the new waiting room chairs too, they are very bright!

## Ordering prescriptions via a pharmacy

Do you have regular prescriptions delivered by your Pharmacy?

Some pharmacies offer to request your prescription from us each month and get it ready either for you to collect or for them to deliver to you.

Unfortunately, we have problems with some pharmacies that do this. They are supposed to check with you before they ask us to do the prescription to make sure that you need everything that they are requesting but many of them don't. Sometimes they ask for prescriptions for patients who have been admitted to hospital or even for people who have died. This results in over-ordering and a great waste of money.

Even if you tell them that you don't need an item and don't collect it from them our computer record says that you have had that item.

It would be very helpful if you didn't use their automatic ordering system, but that you ask us or the pharmacy each month just for the items that you need. This will avoid the possibility of prescriptions being issued in your name that you don't need. We will also save money which can be used on other services for patients.

And a little plea from our reception team please.....

**If you are expecting your medicines to be delivered but they have not arrived, please telephone your pharmacy first before contacting the Surgery.** We take many calls from patients whose medication has not been delivered and on investigation find that their prescription has already been collected from the surgery by their pharmacy.

## **Website News! – [www.greenstreetclinic.co.uk](http://www.greenstreetclinic.co.uk)**

The Practice Website has recently been updated with several new pages that may be of interest to you. If you have not used our website before it's certainly worth a look.

Available on the website:

- Updating your medical record
- Travel vaccination forms for download
- A PPG section outlining the work of the group
- Vaccination schedules for babies and children
- A step by step guide about how to use the automated booking service
- Registering for our Newsletter
- Information on clinics and services
- Downloadable change of address forms
- An NHS Health Encyclopaedia

The website is only one way we would like to keep in touch with our patients and everything on the website is also available in the surgery.