**Summer Newsletter 2016**

Welcome to our Summer edition newsletter. We hope you find it an interesting read. We value your comments, and suggestions, therefore, we ask for your continued support, by placing any suggestions in the box marked up in the reception area. We will do our best to address, and resolve any concerns, or issues, you may have relating to our surgery.

Emma is now back as our Practice Nurse & Pat our new staff member has also joined our Reception Team.

**Online Record Access:**

Patients with Systmonline access are now able to view their Read coded records, this includes blood test results etc. Another form will need to be signed to have this activated. If you do not already have a user name and password for this system, you can find more information on the practice website: [www.maliksurgerykentelms.co.uk](http://www.maliksurgerykentelms.co.uk) under “Online systmone Appointments” or by asking at reception. We will require a photocopy of your passport or driving licence as proof of identity and address. Once this has been received we will create a password for you and away you go!

Patients wanting to request medications on behalf of someone else will need to fill out a Proxy Form, signed by the patient allowing you access to their medication list. This can be collected from Reception.

**Chaperones**

All staff members have now been trained in chaperoning , if you feel you would like a Chaperone please ask the Doctor.

**EPS – Electronic Prescriptions**

This is a new system where the patients’ prescription is authorised by the Doctor and sent directly to the Pharmacy of your choice. This will have to be set up by your Pharmacist. If you prefer to collect your prescription this service is still available.

The paper prescription will also be issued if a Blood test is required or it’s a controlled drug. Patients should monitor their own blood tests & blood pressure due dates annually, unless requested earlier by the G.P.

**Change of contact details:**

Please keep us updated at all times if you change your Mobile number or home address. The Surgery requires this for contact purposes, Hospital referrals, letters etc. If contact is unavailable this could result in the patient being deducted from our services.

**St Lukes Walk In Centre**

This facility has now closed. If you need an out of hours Doctor please call 111 and they will direct you accordingly. Please do not use the A&E services unless it is life threatening. The 111 team will call a paramedic if they feel it is required.

**E Referrals**

We are introducing the E Referral scheme, if you require a referral the Doctor will refer you to the department necessary during your appointment and the paperwork will be given to you. The patient will then arrange their own appointment time at the appropriate hospital. This saves waiting for an appointment letter. Physiotherapy is now self referral, you can request the telephone number at Reception.

We are still experiencing a high volume of missed appointments. If you are unable to keep your appointment please call the surgery and advise us as soon as possible. Many hours of our busy G.P’s and nurses time is wasted through people simply not turning up for their appointment. If several appointments are missed and we are not informed then a letter will be issued requesting you find an alternative surgery closer to your home.

**Thank you for taking the time to read our Newsletter, please remember if you have any constructive suggestions, write them down & pop them in the box provided.** **☺**