**WINTER NEWSLETTER OCTOBER 2014.**

Welcome to our Winter edition newsletter. We hope you find it an interesting to 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.

**New Secretary**

Our Patient Forum is looking for a new secretary to replace our existing secretary who has started a new job. We are very grateful for her excellent support she has given to our patient forum. We wish her all the best in her new job.

**We are also looking** for more voluntary member to join our existing patient forum. If you would be interested in participating please inform the Receptionist. The Forum allows you to discuss issues concerning the Practice enabling us to improve our service to our patients.

We will be having Afternoon Tea on Tuesday March 3rd 2015 at 1pm here at the surgery, if you would like to participate please let us know. We look forward to seeing you.

**Patient Access to viewing GP Medical Records**

As of 1st October 2014, patients will be able to view on-line, export or print any summary information from their records relating to medication, allergies and adverse reactions. Patients will need to register for Patient Access in order to have access to the above mentioned.

**System One Online Forms**

As mentioned in our previous newsletter, these are available for those of you who would like to pre book online appointments & request medication. We will require a photocopy of your passport / Driving licence and proof of address and once we receive this a temporary password will be created for you. Simply go to our website[www.maliksurgerykentelms.co.uk](https://web.nhs.net/OWA/redir.aspx?C=GlmbYmKk8ka_8b_whiQqDM2-4R3zy9FImWa4jyoOk_mZvbdK6QdaOejCwOH-aTFLBr9QfwoKJkA.&URL=http%3a%2f%2fwww.maliksurgerykentelms.co.uk) and download the System online form. We also have forms at Reception. If you require advice please ask the receptionist. If you have any imput on our web page please let us know.

**C are Quality Commission(CQC )Visit**

The inspection of GP practices have again started from Oct this year. Our practice will be inspected like others. Practice will be informed by the CQC team when they will inspect our practice. If you happen to be in the waiting area that day, you may be asked the question .

**Friends & Family Survey**

This is new Contractual requirements for GP’s to carry out Friends and Family survey among their patients every month beginning from December 1st 2014. Patients will be given Cards ( questionnaire)by the front line staff to fill out in the surgery. Once completed please place it in the box provided at the front reception desk.

**The in-house Patient Survey.**

Which we did in the Summer/autumn came back with great results, a BIG thank you to all who took the time to participate, it is greatly appreciated 

However there were some points raised for which an explanation has been given in action plan. We have published the results on our web site . [www.maliksurgerykentelms.co.uk](https://web.nhs.net/OWA/redir.aspx?C=GlmbYmKk8ka_8b_whiQqDM2-4R3zy9FImWa4jyoOk_mZvbdK6QdaOejCwOH-aTFLBr9QfwoKJkA.&URL=http%3a%2f%2fwww.maliksurgerykentelms.co.uk)

**Main Doors**

We have written to the other GP’s in the premises regarding the doors. Our practice had obtained a quote from the contractor and passed it to other two practices involved in the building. So far no quote received from them. We have tried our best to get this resolved but are unable to do it alone.

**SMS Service**

This has been a great success reducing out missed appointment by a quarter so THANK YOU! If you would be so kind as to inform us of your mobile number we can update your records and make sure we have your correct address too please**.**

**Out of Area**

Please be advised that if you have moved out of area, in the interest of safety, it would be better for you to register with the practice of your home address.

**Everyone at Dr Malik’s surgery would like to wish you Seasons Greetings and a Happy Healthy New Year.**