SUMMER NEWSLETTER 2013

Welcome to our Summer Newsletter, we hope you find it useful. Please remember if you have any comments, or general questions, we would love to hear from you. Please place them in the suggestion box at reception. Thank You.

**NHS 111 SERVICE:** This service is now available to anyone that requires medical help fast, however, is not a 999 emergency. Please note, this replaces the NHS Direct service. It is available 24 hours a day, 7 days a week and all calls are free, including from mobiles. These calls will decide what form of medical assistance the patient requires.

**REPEAT PRESCRIPTION: PLEASE NOTE 48 HOURS IS REQUIRED.** It is the patient’s responsibility to monitor and request their prescription taking into consideration the **48 hour notice requirement** to be met by **all** patients. Please note you can place a request up to one week in advance and there are also forms available at reception for patients wishing to pay for prescriptions in advance. Please enquire at reception if you think this may be beneficial to you.

**PRIVATE BLOOD TEST REQUESTS:** Please be advised any patient requesting special blood tests, i.e. for holiday purposes etc, then a fee of £20.00 is required. These are carried out at Southend Hospital. If at all unsure, please speak to one of our receptionists, who will only be too pleased to advise you. Thank you.

**DOUBLE APPOINTMENTS:** Please note when booking Doctors appointments if you have more than one ailment that you would like to discuss with the Doctor then it is a requirement that further Doctors appointments are made. Thank You.

**MISUSE OF EMERGENCY DOCTORS/NURSES APPOINTMENTS:** Please be advised when ringing up for an emergency appointment the receptionist will require you to answer a few questions to help deter the misuse of emergency appointments that may prove critical for the use of other patients. If a patient declines to answer the questions, it will be the receptionist’s discretion as to whether that patient warrants an emergency appointment. Your co-operation in this matter would be appreciated, Thank You.

**MISSED APPOINTMENTS :** We are still experiencing an unacceptable level of missed appointments, please be considerate, and where possible, please advise us of any appointments that you cannot attend. Thank You.

**PERSONAL DETAILS:** Please ensure we have your up to date personal details i.e.address/telephone/mobile numbers/e-mail address where applicable. Thank You.

**QUALITY CARE COMMISSION:** For information purposes only, we are proud toannounce that Dr Malik has been registered by the Care Quality Commission under the Health and Social Care Act 2008. Our Practice has been registered for following Regulated Activities: **Maternity and midwifery services, Treatment of disease, disorder or injury and Diagnostic and Screening procedures**. This means that Dr. Malik is now registered in respect of the above regulated activity and has had to meet, and provide a quality service to achieve this. We can have random visits from the commission providing us with 48 hours notice.

**MEDIC ALERT**: Is available to patients at a cost (price at the back of the formm. Medic alert can be in the form of a bracelet worn by the patient. This holds vital information, i.e. medication, treatments, next of kin etc. Forms will be available in reception if interested, thank you, or alternatively, you can ring the free phone number on: 0800 581420.

**NHS SOUTHEND CLINICAL COMMISSION GROUP:** For information purposes only, CCGs began in April when Primary Care Trusts were abolished. A CCG is a group of GPs and Clinicians who will commission (buy) health services for their local communities. CCGs are accountable for how they use resources to secure quality care for patients with in their local area. Southend CCG is committed to ensuring the delivery of local, high quality services that meet the specific needs of the population

To learn more about NHS Southend CCG visit their website

http://www.southendccg.nhs.uk

**COMMUNITY NOTICE BOARD:** For those of you who read our spring newsletter it were mentioned that we may have erected a notice board for the community to use. However, owing to certain legalities, this will no longer materialise. We are sorry for any disappointment to our patients. Thank You.