

NEWSLETTER

The Sixpenny Handley and Chalke Valley Practice

Sixpenny Handley Surgery
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Doves Meadow Surgery
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Suspicious Phone Call

A patient who had had a short stay in hospital received a phone call at home supposedly from the Consultant's secretary saying that the Consultant wanted him to take some medication, could he please provide bank card details. The caller provided him with a lot of convincing evidence to back up his claim. This was a fraudulent call. **Please be aware that the hospital will never ring you and ask for card details.** If anyone receives a call like this please hang up immediately and call the police. Reports of similar activity have been received from 3 different Practices in the area.

The Care Quality Commission

We have been led to believe that the Care Quality Commission who regulate anything to do with health care are going to be visiting a number of Practices in this area in March. If they are here when you come in please do not be alarmed and please feel free to talk with a member of their team and answer their questions honestly. They are not trying to catch you out but they do want to know your experience of the Practice. At some stage after the visit we will be given a rating which will be displayed in the waiting room and posted on our website.

Remote Access

It is now possible to book appointments with a doctor, or cancel them if no longer required, order repeat medication, answer Practice questionnaires such as the Friends and Family Test and see what information is included in the Summary Care Record held nationally, all from the comfort of your own home and at any time of the day or night. To do this you will need to request a user name and password from the Practice and bring in some proof of identification. The secure website that you can then access is straightforward to use. If you have previously signed up for any of these services they are all now available to you. There is no need to submit a further request.

Information

Booking Appointments Online

If you use the internet why not sign up for access to a secure website which will allow you to book an appointment with a doctor up to four weeks ahead. The process is straightforward and the system also allows you to order any repeat medication and answer the Friends and Family Test questionnaire (see below) as well.

It doesn't stop you from booking in all the usual ways it merely adds an additional one. Forms are available at the reception desk. You will be asked to show some form of proof of identity.

How was your experience today?

We would very much like to hear from you about your recent experience at either of our Practice Surgeries. Known as the Friends and Family Test, we have designed a form which asks you to rate your experience by selecting one of six answers. There is then space underneath to add comments if you so wish. We do appreciate that you are often in a hurry to get on with your life outside of the Surgery so it is possible to answer the questionnaire on line as well, details are at the reception desks. If you cannot see the form on the desk, please ask.

The survey will run for the foreseeable future and we are asked to report each month on the number and type of responses received, so please fill in a form as often as you are able up to one per visit.

Useful Telephone Numbers

Sixpenny Handley Dispensary 01725 552589 (12 – 3pm)

District Nurses 01725 552792

Out of Hours 111

Useful web sites

www.sixpennydocs.co.uk The Practice website

www.nhs.uk NHS Choices – a web site for health advice