

The Hamilton Practice GP Surgery Newsletter

24th May 2019



GP ONLINE SERVICES

GP online services allow you to access a range of services via your computer or mobile. Once you have signed up, you will be able to:

- book or cancel appointments online with a GP or nurse,
- renew or order repeat prescriptions online
- view parts of your GP health record.

The service is free. Everyone who is registered with a GP can have access to their practice's online services. To sign up for this service please attend the surgery with photographic ID and ask to speak to Sue or Fiona.

**AGGRESSION AND SWEARING
TOWARDS STAFF WILL NOT BE
TOLERATED.**

**WE UNDERSTAND THAT YOU MAY BE
FRUSTRATED. HOWEVER OUR STAFF ARE
DOING THEIR BEST TO HELP YOU WITH
WHAT IS AVAILABLE TO THEM AT THAT
TIME.**

**Please note that the surgery will be closed for
training purposes as follows:**

**4th June 2019—from 12:30 pm for the
afternoon**

6th June 2019—1pm—2pm

4th July 2019—1pm—2pm

CALLING 999

**IF YOU FIND YOUR SELF NEEDING TO CALL 999 AND ARE IN A SITUATION WHERE YOU ARE
UNABLE TO TALK MAKE SURE YOU DIAL 55, IT WILL HELP THE EMERGENCY SERVICES BE
ABLE TO FIND YOUR LOCATION.**



CARE NAVIGATION

The reception staff are now trained as Care Navigators. This will mean as the care navigation system comes in, you will be asked what the reason for all appointments are, the staff are trained to advise you if any other service may be more beneficial for you.

This system is designed to help you have more options for your care, as you may not need to see a GP, you will be offered other pathways, whether it be suggesting another care service may be able to help you, or advising that a nurse or healthcare assistant may be able to help you.

CALLING 111

IF YOU FIND YOURSELF URGENTLY NEEDING TO SEE A GP WHEN THE SURGERY IS CLOSED, CALL 111, THEY WILL BE ABLE TO GIVE YOU ADVISE AND MAY BE ABLE TO BOOK YOU AN OUT OF HOURS APPOINTMENT.

PRESCRIPTIONS

PLEASE ENSURE YOU ARE REQUESTING YOUR PRESCRIPTIONS 7 DAYS BEFORE THEY ARE DUE. WE HAVE A 2 WORKING DAY TURN AROUND PERIOD FOR PRESCRIPTIONS, SO IT WILL BE DONE IN TIME FOR WHEN YOU NEED IT.

ASTHMA

IF YOU OR A FAMILY MEMBER HAS ASTHMA AND HAVING TO USE THEIR BLUE PUMP (VENTOLIN /SALBUTAMOL) MORE THAN TWICE A WEEK FOR BREAKTHROUGH SYMPTOMS YOU SHOULD BE BOOKING AN APPOINTMENT TO SEE A PRACTICE NURSE FOR A REVIEW.

FREE NHS HEALTH CHECKS

All patients over the age of 40 are invited for a free health check where their blood pressure, cholesterol, weight, height and life-style are monitored. People between 75-84year olds are offered a senior health check

Please speak to reception staff about your Health Check.

NHS APP

THERE IS A NEW NHS APP AVAILABLE FOR DOWNLOADABLE ON THE GOOGLEPLAY AND APPLE APP STORE.

THIS WILL HELP PEOPLE HAVE ACCESS TO APPOINTMENTS ONLINE. AS WELL AS REQUEST PRESCRIPTIONS AND HAVE ACCESS TO MEDICAL RECORDS ONLINE.

ALL YOU NEED TO DO IS DOWNLOAD THE APP, AND HAVE PROOF OF ID (PASSPORT OR UK DRIVING LICENSE).

THIS WILL HELP YOU HAVE MORE ACCESS TO BOOKING APPOINTMENTS, AND NOW MEANS YOU NO LONGER NEED TO COME INTO THE PRACTICE TO REGISTER FOR ONLINE SERVICES.



NHS

Get more control of your health and care

Get the NHS App

- Book and manage appointments at your GP practice
- Securely view your GP medical record
- Order your repeat prescriptions
- Check your symptoms, get instant advice, and more

www.nhs.uk/nhsapp

Download on the App Store | GET IT ON Google Play

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At the beginning of April, Stellar Health Care were taken over by HUC. Due to this change any out of hours appointments that are booked for you will no longer be in the Hamilton Practice.

This will also mean any nurse appointments that you need any dressings or injections for will need to be collected from the practice prior to the appointment for you to take with you to the extended hours appointment.

To cancel an extended hours appointment, you will need to call 111 and go through to option 3.

18 MONTHS.

ARRIVING ON TIME FOR YOUR APPOINTMENT



Please arrive on time for your appointment. If you arrive too late you may not be able to be seen by either the GP or Nurse as appointments are usually booked every 10 minutes and there are rarely any free slots. You may be asked to re-book your appointment so as not to cause delay to the clinics and inconvenience other patients. When this happens, it means an appointment has been wasted. We appreciate that the clinics often "run late" (due to patient needs), also medicine is unpredictable, and we never know if a problem will take 2 or 20 minutes to sort out, but it is essential that you arrive on time. You can help by trying to arrive a few minutes early. If you are driving please allow a little extra time for parking.

Please use the self check-in screen when you arrive for your appointment. This records

on our computers that you have arrived for your appointment and helps reduce unnecessary queues at the reception desk. We hope you will find them user friendly. The receptionists will be happy to show you how to use this if you are unsure.

Types of Appointment



Routine 10 minute GP appointment

These are the routine pre-bookable appointments with all our GPs which are put on the system one week in advance. They can be booked over the telephone after 9 a.m. each morning. If you have a few complex issues to discuss, please ask if you can book a double appointment with the GP so that you have a 20 minute appointment.

Telephone Triage appointments

These appointments are offered on the same day for **urgent** conditions that need treatment/diagnosis/advice that day. These need to be called in between 8 and 10am and a brief summary given to the recep-

tionist who will be book you in on the next available slot. A Doctor will return your call and either give you advice over the phone or they will book a face to face appointment for you. Please be aware that these appointments are for urgent issues, and cannot be booked in for routine issues such as Medical certificates, or routine blood test results. The Doctor will attempt to call you twice, and if they cannot get through to you, you will need to call the next day to rebook.

One Appointment = One problem

PATIENT CONTACT INFORMATION

Is the information the surgery holds on you and your family up to date? Have you changed your address, email address, mobile telephone or land line number? If so please let the surgery know so your records are updated and to ensure we are able to keep in contact with you.

Virtual Patient Participation Group

Our Virtual Patient Participation Group ('PPG') gives you, on behalf of patients, the opportunity to make positive suggestions about the practice.

Would you like to join us?

If so, please click the link on our website for further details.

www.hamiltonpractice.co.uk



IMPORTANT NOTICE

PLEASE REMEMBER TO CANCEL YOUR APPOINTMENT IF YOU ARE UNABLE TO ATTEND IN APRIL WE HAD 144 WASTED APPOINTMENTS WHEN PATIENTS DID NOT ATTEND, WHICH AMOUNTS TO 37 HOURS WASTED. THIS HAS AN IMPACT ON EVERYONE.

THANK YOU FOR YOUR CO-OPERATION