

PRESCOTT SURGERY PATIENT NEWSLETTER

May/June 2023

Latest News from The Surgery – From Jenni Green, Practice Manager and Members of The Patient Participation Group.

Important News from your Patient Group (PPG)

The **PPG** or **Patient Group** held their first formal meeting in April. The group now consists of 20 members, some from the existing group and many new members. There is a good representation from different villages, members with various experiences and from different backgrounds. The officers of the PPG will be elected in June/July.

The group discussed a number of matters with the Practice Manager including the surgery premises and space, the dispensary, staff recruitment and training, technology for patients and access to appointments, extended access appointments and online appointments.

The Practice Manager has a number of plans in place to bring about change in the practice to serve patients efficiently and effectively. The PPG welcomed her proposals and acknowledged that operational change takes time. The Patient Group will work with the practice to inform patients of the progress of the plans, especially regarding access to appointments and the dispensary.

The Patient Group would like to thank the surgery, the doctors, nurses and staff for all the hard work and efforts taking place.

Prescott Surgery Patient Group

Extended Access Appointments

Did you know that the surgery is part of **Shrewsbury Primary Care Network**? This means that Prescott Surgery is one of several practices that work and collaborate together for the benefit of patients.

Prescott Surgery does receive a number of allocated appointments which can be offered to patients **outside of normal surgery hours** (evenings, weekends) which our patients can take up and see a doctor. This may be easier for patients who work or who are happy to travel beyond the immediate community. These appointments can be telephone or face to face and are based at **Marden Medical Practice**.

Important News From The Dispensary

We have now changed the way you can order prescriptions. Due to concerns around safety and having a reliable audit trail we have closed our prescription ordering telephone line. There are now four different ways you can order your prescriptions:

1. Dropping of the paper slip from your repeat prescription into the post box situated on the side door of the surgery.
2. NHS App- this is easy to set up on any device, if you do have trouble, please see our reception team who are happy to assist you.
3. Patient Access is available at www.patientaccess.com , you will need to fill out the consent form at reception and bring a copy of photo ID with you. Our reception team will then give you a login and password.
4. You can also email the surgery at prescottsurgery.dispensary@nhs.net.

Please give 5 working days' notice for your repeat prescription. Thankyou.

NHS APP



Did you know that you are able to order medication via the NHS App? The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. To access the app and sign up please go to <https://www.nhs.uk/nhs-app>

Premises News

You may notice that there are alterations taking place behind the reception area of the surgery. The paper files have now left the surgery to be digitalised . The additional space will be utilised to reconfigure the administration back office area for staff with new desk space.

Plans are being considered to refurbish the seating area in the surgery. This is dependant on cost and time to undertake the work.

A new water fountain that is more sustainable and suitable will soon be installed in the patient waiting area.

Appointment Waiting Times

The Practice continues to offer a same day urgent appointment service provided the patient concerned or their carer calls the surgery by 10:30am. This is a service the partners are committed to and is not offered in every practice.

Currently to see a Doctor of your choice you may be required to wait up to 4 weeks. This is fairly standard within Shropshire and other counties with some Practices having a current wait time of 6-7 week's to see a Doctor of your choice.

The Practice Manager and GP Partners monitor the current waiting times and work together with the Patient Group so that waiting times are communicated to patients. Every opportunity is explored to improve waiting times to the best they can be offered and to improve access to see a doctor of your choice.

Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.30am-6.00pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.

If you have a medical emergency, please dial 999

Jenni Green – Practice Manager
