

# Loughton Health Centre

## Patient's Group Newsletter



2018

### **Welcome:**

The Patients group hasn't written a Newsletter for a while so we hope you will enjoy this one. The Patients group was formed in 2003 and its aim is to provide a two way avenue of communication between patients and the Practice. It also aims to have a positive influence on the services and quality of care provided by the Practice.

The group consists of registered patients at Loughton Health Centre and meetings are held 3 or 4 times a year. They are attended by one or more of the Partners, the Practice Manager and the Reception Manager

**Our next meeting will be on 24<sup>th</sup> October at 7.15pm in the reception area of Loughton Health Centre. We would welcome patients of all ages to join the group.**

### **Information and Requests:**

**If you have not yet registered with the practice on-line- please do so if possible. As once logged on you will be able to:**

- Make appointments.
- Order your regular prescriptions.
- Cancel any prescription you are no longer using.
- A note can be added on-line to explain if a prescription is needed earlier
- Patients can also access their own records on line if authorised by the reception team.

**In addition please provide your mobile phone number –where you will:**

- Receive text reminders about your appointments.
- Cancel appointments if they are not needed.
- Downloading MJOG on a smart phone also improves communication between patient and the practice.

- **If an appointment is not needed, please cancel it. If appointments aren't attended it deprives other patients of a much needed appointment and it costs the NHS unnecessary money.**

**Please note:**

- The reception team have been finding it very hard to deal with approximately 20 to 30 urgent prescription requests a day. Every urgent prescription takes a very long time to process and it takes admin and reception staff away from their other essential tasks.
- Please ensure you order repeat prescriptions within the time requirement of giving 1 weeks' notice.
- In an crisis you can Phone 111 and they can arrange an emergency pick up at a suitable pharmacy.

**The HUB (The Stellar Contract):**

- Loughton Health Centre is one of 6 hubs for The Stellar Contract in the Essex area. This enables appointments to be made over weekends or Tuesday and Thursday evenings. The reception team can help in making an appointment. A proportion of these appointments are used by Hospitals when patients are re-routed from A and E. An LHC Partner regularly attends these meetings.

**Increased Surgery Hours:**

- The Surgery is now open from 8 am every morning.
- Additional evening surgery hours will take place from October 1 from 6.30 to 9.30pm

**Appointments:**

- The online appointment system has been changed and there are up to 17 BODO (booking on the day) put on the system every morning at 6am and again at 8am.
- A new telephone system has been installed and the practice is working hard to improve the response time for telephoning in for appointments.

**Positive Reminders:**

- Patients have 15 minute appointments (not 10)
- The Practice has their own phlebotomist every morning.
- Appointments can be made to see a nurse practitioner. Appointments can be made to see her via reception.
- As it has been recognised that an additional female GP would be beneficial; Dr Patel is now available for appointments Mondays and Tuesdays

**Flu Jabs:**

This year there are 3 different types of vaccine this year. When you contact the surgery to make your appointment they will ensure you receive the correct one.

Clinics for flu jabs are now available including Saturday 29 September.

**Healthcheck Machine:**

This machine in the reception area can record your weight, BP and BMI. This information can then be recorded in your patient notes helping to avoid the need to make an appointment with the nurse.

*Patients' Group Chair: Pat Prichard*

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