

Loughton Health Centre

Patient's Group Newsletter



Welcome to the June 2019 LHC Patient Group Newsletter.

As a reminder:

The Patients group was formed in 2003.

Our Aims:

1. Are to provide a two way avenue of communication between patients and the Practice.
2. 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, Wendy Grange and the Reception Manager, Denise Bose.

Our next meeting will be on Wednesday 24th July at 7.00pm in the reception area of Loughton Health Centre. We would welcome patients of all ages to join the group.

Updates:

- There is a new Government Initiative that all GP practices seek to link and Network with other practices within the local area. Currently discussions are taking place with other local practices. A decision will be made on May 15th. Patients will be kept updated.
- Ingrid Kirk has resigned and thanked for her work as secretary and presented with a card from the Practice Staff.

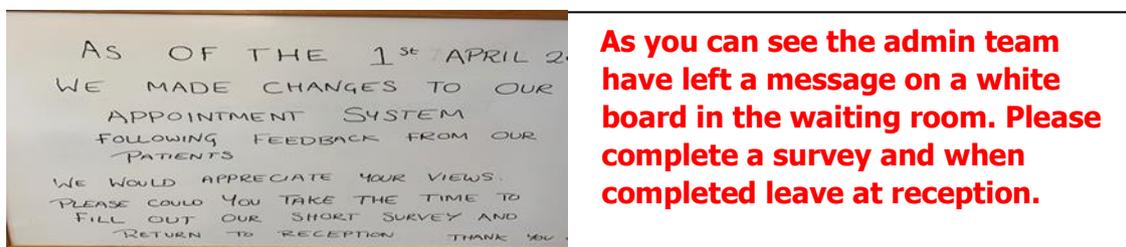
- Claire Dyson has now taken on the role of secretary and would appreciate any offers of a deputy willing to support her and take minutes when she is unable. Please contact any of the practice admin team or member of the Patients Group if you could help Claire.
- The Stellar Hub has a new administrative company. The change went smoothly and no issues have arisen. The Hub continues to be very successful. Only the practice reception team can help book Out of Hour's appointments. The Hub receptionist cannot make appointments. If an appointment is urgent a phone call to 111 will help with finding an Out of Hours appointment at another venue.
- A new inspection by the CQC (Care Quality Commission) will take place in December. The Practice has been graded as Good in the following areas:
 - Well led
 - Safe
 - Caring

Appointments:

Most patients are aware that it is not always easy to access the Practice by Phone. The administrative staff and Doctors are aware of how frustrating this is.

However, Wendy and Denise pointed out that on a recent Monday morning there were **647** phone calls. As many staff as possible man the phones at key times.

Since April 1 On-line appointments have been opened up to include more Doctors and more appointments. **Please log on as early as possible to do so.** If it is an emergency it is recommended you call 999 or 111 for immediate help.



Appointments with the Practice Nurses:

There are now 4 nurses employed and two of the nurses are trained to offer travel services including vaccinations and ear syringing. Please speak to the reception staff to ask for this service.

Registering on-line

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 the app MJOG on a smart phone also improves communication between patient and the practice.**

❖ Please remember to cancel any appointment that isn't needed.

❖ By missing an appointment it deprives other patients of a much needed appointment and it costs the NHS unnecessary money.

Concerns:

- **Wendy the Practice Manager has received information from Harlow that they will be cutting down the Phlebotomist service from 5 days a week to 3. This will be strongly opposed.**
- **A complaint was made that a patient objected to the text messaging regarding a missed appointment, which came at an inappropriate time. This is an automatic system and a system that is unable to be selective or changed.**

Patients' Group: Chair: Pat Prichard

Secretary: Claire Dyson

Editor: Deanna Clarke