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PRG Newsletter



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The Patient Reference Group (PRG)

The Patient Reference Group (PRG) is a forum of volunteer patients from the practice who give their time to improve the services offered. The PRG is representative of the Practice population and comprises 50 people of all ages, male and female, from different ethnic and social backgrounds and with different medical conditions - so that all points of view influence Practice decisions. Since the inaugural meeting in 2011 it has conducted surveys (results posted on noticeboards and the website) and produced these newsletters (available in the surgery and on the website).

We need YOU!

The PRG needs members to represent the following groups:

- carers
- under 24's
- young parents
- single parents
- patients with English as a second language
- patients with a long-term health condition or disability
- patients with someone in the family who has a mental or physical disability

If you can join and attend meetings, or be part of the wider virtual email group, please complete an application form at the Practice Reception or on the Practice website.

HAVE YOU GOT A REPEAT PRESCRIPTION YOU NO LONGER NEED?

Please ask the surgery to stop it as it has a cost for the Practice.



Open 24 hours a day, 365 days a year and calls are free from a landline or a mobile phone.



Like us on Facebook

Electronic Prescription Service

Regal Chambers goes live with Electronic Prescribing on **Tuesday 16 June 2015**. The service will benefit patients who currently collect a paper prescription from the GP surgery. These patients will no longer need to collect their prescription as the GP will send it electronically to the pharmacy of their choice. This can be a pharmacy near to where you live, work or shop. The service will benefit patients with a stable condition who do not want to go to the surgery to collect a repeat prescription, who collect medicines from the same place most of the time or use a prescription collection service. It may not benefit those who do not get prescriptions very often or who pick up medicines from different places. Patients wishing to sign up to the service will need to nominate a pharmacy to which the GP will electronically send the prescription. Patients can ask the pharmacy that offers Electronic Prescribing or the GP surgery to add the nomination for you.

For further information see www.hscic.gov.uk/epspatients

Friends and Family Test

From December 2014, GP practices in England have been required as part of their General Medical Services (GMS) contract to implement the Friends and Family Test. This asks people if they would recommend the services they have used. When combined with supplementary follow-up questions, this provides a mechanism to highlight good and poor patient experiences. This feedback is vital in transforming NHS services and supporting patient choice. Regal Chambers provides the opportunity for patients to submit Friends and Family Test feedback via postcards in a postbox in Reception or electronically via our website.

We would like to encourage more of our patients to provide this feedback to help us know what we are doing well and to suggest areas for improvement.

Search for the TPP **SystemOnline** app on the iTunes Store.

Update your contact details, request repeat prescriptions, book appointments and more.

The app is **free**, requires iOS 6.1 or later and is compatible with iPhone, iPad and iPod Touch.

Feedback helps to improve the



NHS and can help new patients choose where to register for their GP services when they move into an area.

If you would like to comment about this Practice to new patients, leave your feedback at:

www.nhs.uk

Practice Statistics For April 2015

New Patients Registered	91
Acute Prescriptions Written	2254
Repeat Prescriptions Written	2596
Hits on the Practice Website	6865
Patients Seen, Phoned or Visited	4710
Home Visits	312
Telephone Consultations (including the triage system)	946
Average response time on the telephone system	1 min 45 seconds
Total number of telephone calls answered	11574
Face to Face Consultations	3443
Referrals Done	410
Average Waiting Time for Appointments	Just under 7 minutes

Patients who **failed to attend and failed to cancel** their booked appointment: **296**
That's **OVER 49 HOURS** of clinician time wasted. **Please tell us** if you can't make your appointment.

Could you see the Urgent Care Nurse instead?

Lorraine Saunders & Lynne Keen are our Urgent Care Nurses with [prescribing qualifications](#). They are able to see patients with urgent minor illnesses with a sudden onset and minor injuries that do not require an x-ray. They have [same-day appointments available](#) and assist in seeing, assessing and treating patients that would otherwise have required a GP appointment. This helps patients to get more timely appointments and makes more GP appointments available for long term assessment and management. They are also able to advise if the patient needs to be seen by a GP and, if necessary and appropriate, will book the patient in with the Duty Doctor to be seen on the same day.

It is now policy at Regal Chambers Surgery that [patients presenting with the following conditions are seen by an Urgent Care Nurse](#), rather than a GP, in the first instance:

<i>Asthma attack</i>	<i>Headache</i>
<i>Boils</i>	<i>Impetigo</i>
<i>Chickenpox</i>	<i>Indigestion</i>
<i>Cold sores</i>	<i>Infected Wounds</i>
<i>Colds and Flu</i>	<i>Mouth ulcers</i>
<i>Conjunctivitis</i>	<i>Nosebleeds</i>
<i>Constipation</i>	<i>Oral thrush</i>
<i>Coughs</i>	<i>Rashes</i>
<i>Cystitis</i>	<i>Shingles</i>
<i>Diarrhoea & vomiting</i>	<i>Sore eyes</i>
<i>Discharging eye</i>	<i>Sore throat</i>
<i>Dizziness</i>	<i>Sinusitis</i>
<i>Earache</i>	<i>Stye</i>
<i>Fever</i>	<i>Sunburn</i>
<i>Fungal infections</i>	<i>Threadworms</i>
<i>Hayfever</i>	<i>Vaginal discharge</i>