



Written by patients for patients

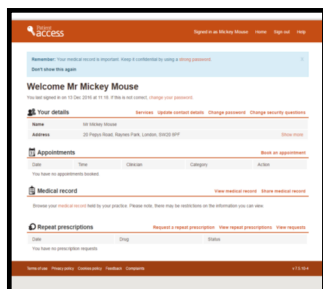
PPG Members: Judith Brodie, Marilyn Frampton, Sarah Golby, Clare Gummett (special advisor), Belinda Leathes (Sec), Jose Lourtie, Robbie McMullen, Clare Pickard, Elizabeth Savidge and Peter West (Chair)

LATEST NEWS:

The PPG has been working with the Practice to maintain and improve services. In the last few months we have been:

- Checking online and telephone booking systems
- Collecting information on local pharmacy services
- Keeping an eye on possible changes to the blood taking service at Lambton Road
- Developing training to help patients with online access

BOOKING SYSTEMS



The Practice has made several changes to its booking systems in the last year. We have been helping the Practice ensure that these systems give the best service for patients by “ghost patient” contacts using the telephone and online booking systems.

ONLINE BOOKINGS

If you want to get speedy appointments by using the online booking systems, you need to:

- Take your passport or other ID to reception and get your code number, to set up and use your online booking access
- Start using this code within two weeks of receiving it. You can then use online booking.

TELEPHONE BOOKINGS

For added security, the telephone booking system will only let you make an appointment using a telephone number that is on your records at the Practice. Go to reception with ID and make sure that the phone numbers they have for you are correct.

When you use the telephone booking system, you will also need to enter your date of birth, including the full year, month and day.

The Practice gets a large number of phone calls, especially on Monday mornings, and the automated telephone system should be offering faster access if you can use it.

LOCAL PHARMACIES

The NHS pays some local pharmacies to deliver enhanced or additional services to patients free of charge. This may be a faster way for you to get treatment, if you feel a pharmacist can help with your problem.

There are different extra, free services available at each local pharmacy. We will be putting a list on our webpage. But you can also ask each pharmacy which services they provide for free. A full list of services that are available at **some** pharmacies can be found at this website:

<https://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/pharmacistsandchemists.aspx>

Or search NHS Choices website for “Pharmacy Services Explained”

BLOOD TAKING SERVICE

There have been talks about the future service for patients to have their blood taken, for testing, on the ground floor of the Raynes Park Health Centre . We have been working with the Practice, telling them how important this service is for patients. We expect that the service will continue. There may be some changes in which part of the NHS pays for the service but the service should seem the same to patients. Please contact us with any experiences of using this service at lambtonroadppg@hotmail.co.uk

HELPING PATIENTS GET ONLINE ACCESS

We have developed some training to help patients use the online booking service available at the Practice.

If you would like some help to use this service, please contact us at lambtonroadppg@hotmail.co.uk

PATIENT FEEDBACK

An important part of our work is giving the Practice feedback on our own use of services at Lambton Road and the experiences of those who contact us by email. We always pass these on without names and encourage patients with concerns to also contact the practice directly. We welcome positive feedback for the Practice too. Please send any feedback to lambtonroadppg@hotmail.co.uk