

# Royal Crescent & Preston Road Surgery

Autumn Newsletter 2021

[www.royalcrecentsurgery.co.uk](http://www.royalcrecentsurgery.co.uk)

[www.prestonsurgery.co.uk](http://www.prestonsurgery.co.uk)

We would like to start by thanking all our Patients for your understanding and working with us through the numerous challenges and changes over the last year and a half. We have had to rapidly change our ways of working to be able to safely provide patient care whilst keeping our patients and staff safe. We thank you for your understanding during these times of change and we are pleased to be getting back to a 'new normal' way of working.

We continue to offer telephone consultations and can also book Face-to Face appointments for *certain* conditions which are listed on our website.

When you contact the surgery, our trained receptionists will take a few details to help direct you through to the correct person for treatment, however if your problem is private please say so.

It is very important we hold your correct contact number and email address. From time to time we may send out updates and information, with links to further information via a text message. This information can also be obtained from our website, from the surgery, or posted on request.

If you have a booked telephone consultation, it is a good idea to have a pen and paper handy. Write down what is most troubling you, when the problem started, what symptoms you have and anything else going on in your home life that may be affecting you, also what your expectations are and what you would like the doctor to do. Have this handy for when the doctor calls, so you can write down what has been agreed, and what will happen next. Visit our website for further tips on making the most of your appointment.

**Some of the new changes implemented are: -**

- Utilising a secure SMS messaging service to send you information via links, or barcodes for prescriptions
- Video consultations
- eConsult
- Ability to book your certain appointments via a text
- Apps to request your medication, view your medical record, or see proof of Covid vaccination status.

There has been a rapid advancement of digital technology on offer, which for many allows a more convenient way to manage their health. We do understand that not all patients are able to or would want to use technology. We are committed to supporting all patients to access care and work closely with the Practice Patient Participation group to ensure access to our services and information continues to be provided in a variety of ways to meet patients' needs.

**eConsult** – Using eConsult gives you the opportunity to contact your doctor online, any time day or night, from your own home and receive advice back by the end of the next working day. The eConsult tool is on the home page of our website. We have many patients who use this and are extremely happy with the service and prompt response this brings. This is best used for minor, acute medical problems (not for long standing or multiple conditions). There is also the availability to upload photos, of a rash or lesion for example., and can be used for administration tasks, such as requesting or extending a sick note. Next time you need a doctor's advice, why not give eConsult a try?

**Booking certain appointments via a link** – we are now able to send a link via SMS when it's time to book in for an annual health condition check, blood test, cervical screening or vaccination. Once the link is received it gives you the opportunity to book your appointment from a selection of dates in the convenience of your own home. As more appointments are booked this way our reception team will have increased time to support patients phoning the practice.

**SystemOnline / Airmid App / NHS App** – Did you know you can access GP online services via your smart phone or computer? By using one of these services you can request medication, book appointments with your usual GP, view your medical record and access your Covid vaccination status. SystemOnline allows patients or someone acting on behalf of the patient to proactively manage their care.

SystemOnline is available as an online service or via the Airmid App, providing patients with convenience and flexibility when managing their care. To sign up for this service please contact the surgery, and after confirming your details, you will be given a username and password to access your patient online account. For further information visit our Online Services page on our website.

### **NHS App**

The NHS App offers the same services as SystemOnline / Airmid App, with some additional features. You can sign up to this service from your own home if you are able to provide online identification, such as Driver Licence number, or Passport number. You can access your COVID-19 vaccination status through the NHS App, which you can easily access for any public events or international travel.

Guidance on using the NHS app can be found on the NHS website.

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help>

For further support, you can reach the NHS App team via their contact form.

<https://www.nhs.uk/contact-us/nhs-app-contact-us/>

### **Dorset Digital Hotline – Provided by Dorset Council**

The Dorset Digital hotline is a fantastic free advice service for anyone who would like some help getting online and using the internet. They can provide support for patients trying to access digital NHS services and help you get started.

They can also help you set up social media such as Skype to keep in contact with friends and family.

Call 01305 221048 between 10am – 12 noon or leave a message outside of these times.

### **Staff News**

**Goodbye** - It was sad to say farewell to Dr Jon Orrell who retired from the Practice in August. Jon had been a GP partner with the practice since 1997. We shall certainly miss him, but wish Jon a long, happy, and healthy retirement.

**Welcome** – We are pleased to welcome 2 new GP partners to the Practice. **Dr Kirstie Stone** and **Dr Thomas Davis**, who will be taking over the care of Dr Orrell's patients.

We are also pleased to welcome, 3 GP Registrars, Dr Lawrence Onyele, Dr Anas Geba, and Dr Victoria Hau, along with Abby, Hannah, and Lisa who will be joining our reception team. 😊

### **FLU VACCINATION TIME!**

RCS and Preston Road flu clinics will again be held at Wey Valley School and are expected to be on Saturdays in October. As you may have heard vaccine deliveries have been delayed due to national issues. As soon as we have a confirmed delivery, we will publish the clinic dates. If we have your mobile number, we will text you inviting you to book your flu appointment either by following a link or by phoning the surgery during dedicated flu booking times. If we don't hold a mobile number for you, please don't worry, we will contact you. Flu information can be found on our website and in both surgeries. We look forward to seeing you for your flu vaccination as soon as we are able.

### **Patient Participation Group (PPG)**

During lockdown the Practice PPG have been meeting up via Zoom. The PPG joined the locality PPGs last year and produced a Patient Questionnaire, designed with the CCG to help understand patient experiences of GP services since the start of COVID 19 and the impact on patient's to the way they communicate with their GP.

The questionnaire was sent out in November and December 2020 and just under 2000 responses were received.

A communications working group was set up which involved a PPG Member and staff member from each practice to analyse the report findings. A link to the report can be found on the PPG page of our website.

Findings from the report and other matters will be discussed at our next PPG meeting, to be held on October 5<sup>th</sup> by Zoom. More information and how to join the meeting available on our website.

We would be pleased to see you and value your input.

Stay Safe and Well! From the Partners and Staff at Royal Crescent & Preston Road Practice.