

Chew Magna Surgery

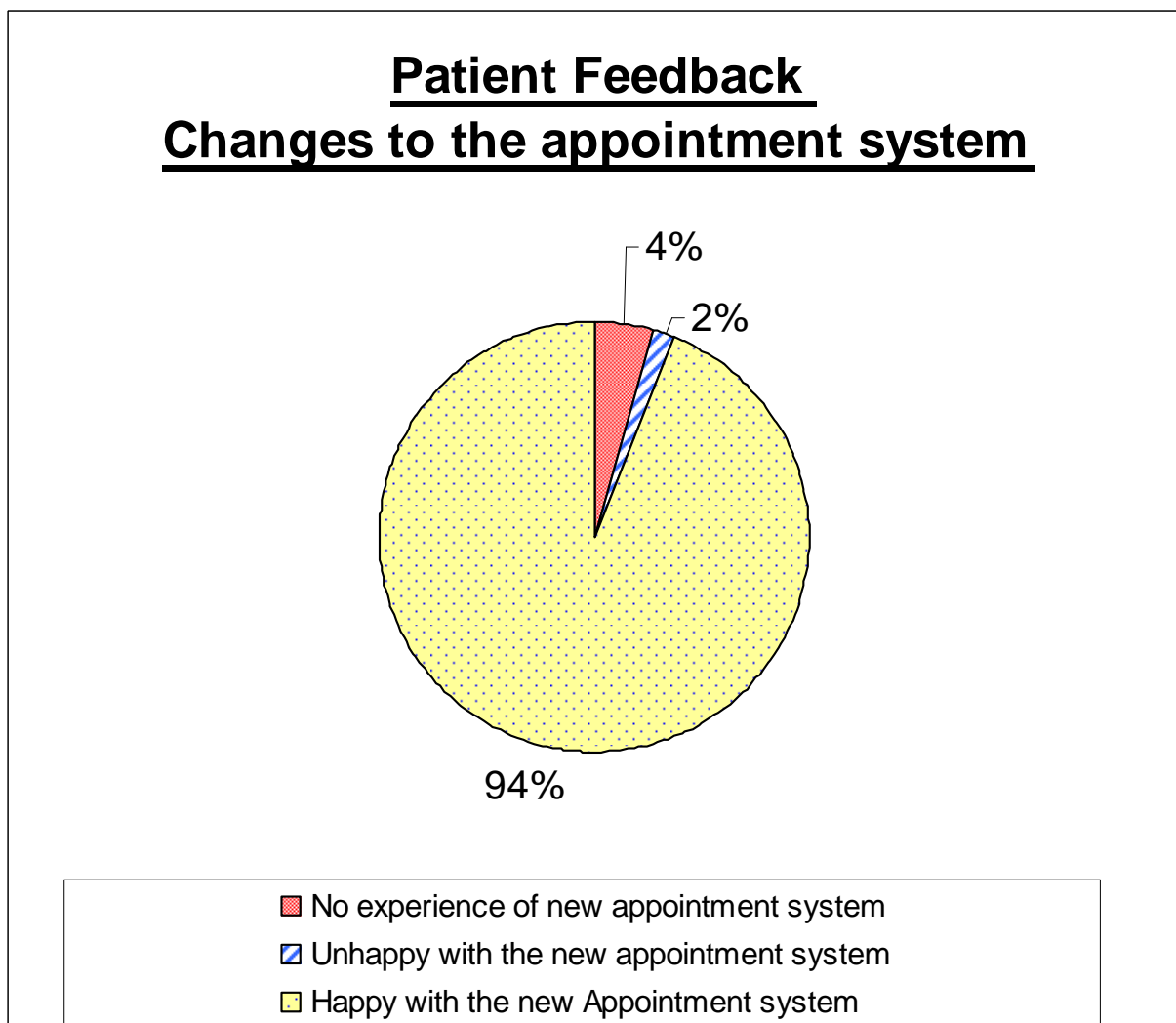
PATIENT NEWSLETTER WINTER 2007

www.chewsurgery.co.uk



CHANGES TO THE APPOINTMENT SYSTEM

- There are 321 patients who have registered and started to use EMIS access since August 2007. EMIS Access enables patients to make and cancel appointments online, and order monthly repeat prescriptions. Each patient that registers for EMIS Access has been asked for their opinion on the new appointment system. The chart below represents the results of the survey. Updated 14/12/07.
- Registration forms for EMIS Access are available at Reception and via the practice web site.



- The patient satisfaction survey is currently underway. The results of the survey will be shared in early March 2007 at the next patient Group Meeting. A combination of the Patient Survey and EMIS registration survey will be used to decide the future appointment system.
- In the New Year the practice will be introducing an automated check in system within the reception area. This will enable patients the option to register upon arrival for an appointment without having to queue at reception.

DISPENSING OF MEDICATION



Pre-ordering medication

- Over 500 patients are now using the monthly pre-ordering of medication by leaving their requests at the time of collecting their prescription from the surgery.
- Please could patients remember to request their next repeat prescription at the time of collecting medication, it is **not automatically requested**.
- Do try to remember when your medication is going to be ready for collection and try to keep the reminder slip in a safe place.

Delivery of prescriptions

- The service is now up and running with over 60 patients registered for the scheme and receiving their medication directly to their homes.
- The scheme is still aimed at those who are exempt from payment and any experience difficulties in accessing the practice between the hours of 8am and 6pm Monday – Friday.
- Deliveries are made on a Wednesday and Thursday by Shaun Vallender a new member of the practice team. Shaun carries an ID badge and wears navy branded uniform.
- If anyone is interested in the service they must complete/sign a consent form and return it to the practice. Once this is done, Shaun will make contact and arrange the first delivery of requested medication. Consent forms are available from Reception or via the web site.

Electronic transfer of prescriptions ETP

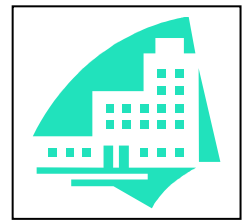
In early 2008 Electronic Transfer of Prescription will become available. This means that patients will be able request that their medication is dispensed from a chemist of their choice. For further information please visit www.connectingforhealth.nhs.uk. Prior to the system going live in B&NES details will also become available via the practice web site www.chewsurgery.co.uk and publicised at the practice.

SUPPORTING THE LOCAL COMMUNITY AND CHARITABLE DONATIONS

- Every year the surgery receives many requests to support local events and charities. The Partners have now established a charity fund to give donations to local causes. If anyone is interested in accessing the fund they should send enquiries for the attention of the Practice Manager.
- The Practice held an event in October on Breast Care Awareness; the evening was well attended and very informative. Following the sale of raffle tickets and refreshments the practice raised £601. Money raised from the event was donated to the BRI Breast Care Team to be used to support patient services.
- The Surgery has teamed up with GAFSIP – Gambia and Avon Fire Services in Partnership. We are delighted to report that the first collection of donated items from the surgery took place in November. Items donated included IT equipment, sterile dressings and medication including basic analgesia and antibiotics, unused mobile phones, stationary, bedding and towels. The practice will be arranging quarterly collections of items from the surgery if any of the villages would like to become involved. More information about the charity is available via www.gafsip.org.uk



SURGERY PREMISES



“Property developers Charles Church have finally achieved full planning permission on the Radford’s site in Chew Stoke. This includes a 1 acre site designated for “non-residential community use” which could be a very suitable surgery site. However, Charles Church are still not communicating with us. We hope this may change. In addition, there has been some discussion with the developer of the Sacred Heart site in Chew Magna, which has been facilitated by the Chew Magna Parish Council. However, this is a complex site, discussions with its developer go back as far as 2001, and no agreement has been reached.

It remains imperative that if we are to provide modern NHS General Practice to the residents of the Chew Valley, that we need a suitable site for a large purpose built surgery, in the centre of the Chew Valley. Many thanks to all of you who have supported & encouraged our much needed move” Dr Tim Sephton

Community Transportation



Community Car Clubs for Chew Valley

DragonFlyer Mobility, in conjunction with The Village Greenspace community office , are helping set up Community Car Clubs in the Chew Valley area and now have eight cars available for hourly or daily hire. If you are between 21 and 75, have no excluding health conditions and hold a current UK licence you will be covered under our group insurance once you join the scheme. Car clubs exist to help those who want to reduce their carbon footprint by getting rid of their car but still have an occasional need for a vehicle. Membership is flexible with a choice of membership fee and reduced hourly rate or no membership fee and a slightly higher hourly rate. Cars may be booked in advance for as little as a single hour or for a whole weekend. In all cases the costs are lower than keeping a car full time and allow flexibility of use within the time frame requested.

As part of the Car Club initiative we are offering the opportunity for the surgery to have use of one or more cars to help with patient transport needs. Ideally a group of patients may form their own car club to formulate the best use of cars, whether they are driven by volunteers on a rota basis or by individuals whose circumstances mean they need access to a car to help a relative to get to appointments. There will be more information in the next Chew Valley Gazette about the cars but if you are interested in finding out more about a car for your own use or have an interest in helping others with their transport needs, please contact: Diane Dawson 01275 332420 for surgery cars, Lynette Cox 01275-333430 (Village Greenspace) or Denise Perrin 01275-333867.

Transportation needs? Other useful numbers:

Bath and North East Somerset Council www.bathnes.gov.uk

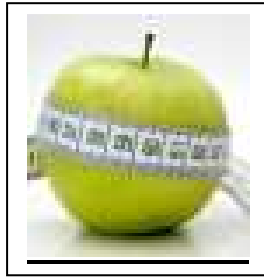
Contact: Council Connect **Address:** Transportation - Floor 2, Riverside South, Temple Street, Keynsham, BS31 1LA **E-mail:** councilconnect@bathnes.gov.uk **Telephone:** 01225 39 40 41, Text SMS - 07997 806544
Fax: 01225 394335 **Minicom:** 01225 477309

Ring and Ride: Chew Valley Enquiries 01761 418097 to book a journey **01761 417504**

Winford Parish Council Volunteer Drivers – Tel: **01275 472760 / 07902 334422**

Dundry Parish Council Good Neighbour Scheme – Tel: **01275 472670**

COMMUNITY ACTION – Information about local initiatives, including a recent scheme for visitors to WSM General Hospital - Tel: **01275 393837** www.community-action.org.uk



CHEWS HEALTH

Patients are being asked to register interest for a new scheme called Chews Health. The scheme will commence in early January 2008. Everyone who registers will be written to and invited into the Practice for a Health Assessment; the scheme has been advertised since September via the Patient Group, Practice and Website and has generated much interest.

The scheme involves a 10 week program with the nursing team and a dietician to focus on achieving weight loss and a healthy lifestyle. Each participant will be given a Chews Health folder containing supportive information and guidance to achieve health goals and a pedometer to monitor personal levels of fitness activity.

Patients will receive regular monitoring from the clinical team and ongoing support sessions with qualified Dietician. In addition to this the Practice has partnered up with Chew Valley Sports centre. Following on from the initial Health Program patients will be able to participate in specifically designed fitness sessions specific for Chews Health participants.

For further information please contact the surgery and ask to speak with Rebecca Wych - Lead Practice Nurse or Anne Yeates Health Care Assistant who will be happy to help. Further details are also available on the practice web site. www.chewsurgery.co.uk

Christmas Opening Times

Monday 24th December normal hours
Tuesday 25th December Closed
Wednesday 26th December Closed
Thursday 27th December normal hours
Friday 29th December normal hours
Monday 31st December normal hours
Tuesday 1st January Closed
Wednesday 2nd January normal hours
(Normal opening times 08:00-18:00)

Repeat prescriptions

Please order by the 19th December

**We would like to wish all our patients a very
Happy Christmas**