



The Orchard Grapevine

Patient Newsletter

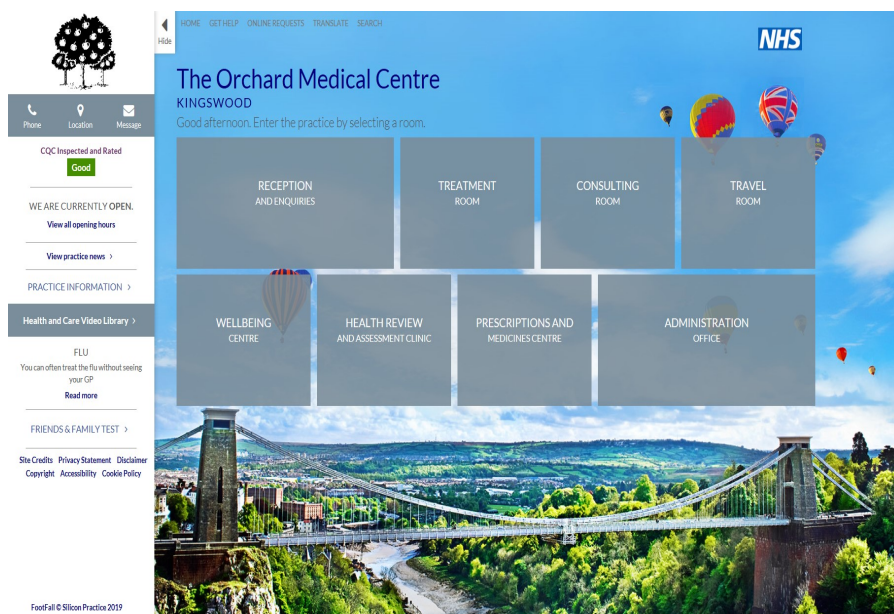
Points of interest:

- New Website
- Friends and Family Test Results
- Staff Updates
- NHS Choices Review
- NHS App
- You Said, We Did
- One You –South Glos
- SMS Text Messaging
- Practice Pharmacist

Friends & Family Test Results: April 2019

Extremely likely	47
Likely	11
Neither likely nor unlikely	2
Unlikely	1
Extremely unlikely	0
Don't know	1
Total responses	62

NEW Interactive Website



Our new interactive website went live on Wednesday 20th February. The website offers our patient population 46 online services, 24/7. Patients will be able to request a whole range of services and keep up to date with the latest information.

Since our website has gone live it has reduced telephone calls, meaning the phone queuing time has reduced for our patients! It has also made our workload processes easier to monitor, meaning your queries and requests are dealt with quicker!

Here are a few of the many services available on our website:

- Request medication/ask a prescription query
- Book an appointment
- Request sick note and medical records
- Access to self-help information and useful videos for a wide range of medical conditions
- Ask a GP or Nurse a question



Visit our website at www.orchardmedicalcentre.co.uk

Staff Coming & Goings...

Happy Retirement Claire!

Claire, our lead nurse left the practice in March this year! She has been with the practice for many years and was an absolute credit to us all! We wish her a very happy and stress-free retirement!

Our new lead nurse is now Donna!

Welcome Dr Islam

Dr Islam joined the practice in May this year and will be working 4 sessions on Tuesdays and Fridays.

Welcome Dr Mofrad!

Dr Mofrad is our long term locum who has been with us since February and will continue to cover Dr Hatton's maternity.

Have we provided a good service?

If we have provided a good service for you or you have positive feedback for any member of staff, please leave us a review on the NHS Choices website! We would love to hear about your experience!



Visit www.bit.ly/feedbackTOMC

NHS App - for patient use!

The NHS App is due to launch July 2019. It is a new, simple and secure way to access a range of NHS services on smartphones!

What the NHS App does:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data



The NHS App **will not** replace patient access and patients will be able to have access to both applications. If patients do not already have access to online services, they can register through the app!

We will have more updates nearer the time!

You Said, We Did...

We asked our patients for areas of improvement and here is how we have implemented a few of them...

Quicker access to test results?

You can request your test results via our interactive website. We can now also send your test results via SMS text message

Improved access to appointments?

We have been running with a completely new appointment system which involves our receptionist to navigate our patients appropriately. For patients this means we can offer them a routine appointment within a much shorter time

Period.

Telephones to be answered quicker?

With our new interactive website having access to many of our services, this has reduced the amount of phone calls and means a much shorter phone que for the patients who do still need to contact us.

One You - South Glos

One You South Gloucestershire is a healthy lifestyles and wellbeing service for adults to help make important, lasting improvements to their health.

You can find out more on their website: <https://oneyou.southglos.gov.uk/>

SMS Text Messaging Service

We can now send our patients SMS text messages. Please inform our reception team if you would like to opt in or out of this service.

Please also keep us informed of your contact details.

Practice Pharmacist - Shane Garrett

The NHS has been introducing new skills in to General Practice and we have been delighted over the last few years to welcome Shane, our clinical pharmacist in to the team.

Far from only talking about your medication, clinical pharmacists have received considerable extra training before starting their new roles.

Shane has lots of experience with mental health, diabetes, high blood pressure, gout, acne and many other areas. He is able to prescribe and deal with many things just like your GP does.

So please take up the chance to see Shane if offered an appointment as he has become a great asset to the clinical team here at The Orchard Medical Centre