

Plan to meet 2014-15 Contractual Requirement for patient online services

This practice currently offers the facility for all patients to order online, view and print a list of their repeat prescriptions or medicines and appliances.

This practice uses GP2GP to transfer patient records when patients move practice.

Once SCR is installed (October 2014) this practice will offer patients facilities to view on line, export or print any summary information from their record, relating to medications, allergies, adverse reactions and any other items agreed between the practice and individual patient.

Once SCR is installed (October 2014) this practice will upload information daily to the Summary Care Record system (for those patients who have not opted out).

This practice is considering how to offer patients facilities to view on line, export or print any summary information from their record, relating to medications, allergies, adverse reactions and any other items agreed between the practice and individual patient, from **31 March 2015** date, subject to the availability of supporting guidance, NHS GP systems and software. Note, as we use Front Desk for appointments and EMIS Web for other services, this is more challenging to configure.

We are already publicising the prescribing and SCR functions and will publicise and promote our online appointments to our practice patients through the practice website, practice waiting room leaflets, posters and the Patient Participation Group by **31 March 2015**.

30th September 2014

If you are going to need a **repeat prescription** over the **Christmas** period please ensure you order by:
Friday 12th December

Care Quality Commission

ALL GP practices must register and be regulated by the Care Quality Commission (CQC) from 1 April 2013.

We are confident that we meet all standards and work hard to ensure we provide a high quality and safe service and care to all our patients.

Our visit is on Tuesday 11th November 2014

Reception: 444666

Prescriptions: 446006

www.eastquaymedicalcentre.com

Onsite Opticians : 440440 Onsite Pharmacy: 423015 Onsite Dentist: 411141

The 'Friends and Family' test

The 'Friends and Family' test is being introduced in GP surgeries at the end of the year. We are running a pilot now to see how this works so we can make sure it works well.

We have had a particularly difficult year so far with serious illness within the team, many unplanned computer problems as well as a planned major computer upgrade in August.

However, we want to provide you with the best possible service and so would like you to think about your recent experiences of our service. There are forms available at the reception desk for you to complete or there is an **i pod** available to submit your answers. This is located just inside the door to the main waiting room.

The results for October are attached

How does it work?

We will then use the scores to calculate our 'Net promoter' score. This is a standard formula that classes those who tick 'extremely likely' as 'promoters' and those who tick 'likely' as 'passives' and finally, those who tick 'neither likely nor unlikely' or below are classed as 'detractors'. We then take the number of 'promoters' deduct the number of 'detractors' to come up with a 'Net promoter score'. We will publish the monthly scores in this newsletter.

Are you unhappy?

If you are unhappy with any aspect of our service, please do tell us as we can usually address your concerns to your satisfaction or at least explain why things have happened or are set-up the way they are. Please write to the Practice Manager, Rachel Stark or ask to speak to Marilyn, Sue, Chris or Rachel when you are in the practice.

Simple ways to help our children eat less sugar!

Around a quarter of the added sugar in kids' diets comes from sugary drinks. So swapping to water, lower fat milk, diet, sugar free or no added sugar drinks really makes a difference.

Remember even unsweetened fruit juice is sugary, so try not to let your kids drink more than 150ml a day

Swap sugary snacks such as sweets, biscuits, chocolate, cakes and pastries for snacks without added sugar such as fruit, unsalted nuts, rice cakes or toast.

Swap sugary cereal to plain cereal such as porridge, whole wheat biscuits or shredded whole grain.

Swap sugary puds for low fat plain yoghurt or fruit.

It's useful for us all to know that when shopping you can compare food labels and switch to the ones marked no added sugar or sugar free. Some packaging has a colour coded nutrition label on the front of the pack. Go for more 'greens' and 'ambers' and fewer reds in your shopping basket.

BRIDGWATER & SURROUNDING AREAS CARERS SUPPORT GROUP

The Carers Support Group meets **every fourth Thursday of the month 10:00am – 12:00 noon**

Meeting to be held each month in the upstairs of **Bridgwater Library, Binford Place, Bridgwater Town Centre, Bridgwater, TA6 3LF**

An opportunity for Carers to meet with other past and present Carers to have a cuppa, a chat and a bit of fun as well as for support, information and advice

For more information please contact **Hannah at Compass Carers**

On **01823 255911**

Pregnant Ladies

The government has advised that anyone **28 to 38 weeks pregnant** have the vaccination against whooping cough in a effort to halt the surge in deaths of small babies from whooping cough. If you would like this vaccine please call the surgery and reception will give you details