

# THE ELMS MEDICAL PRACTICE NEWSLETTER



NOVEMBER 2018 EDITION

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

## ELMS PATIENT ONLINE SERVICES AND APPOINTMENTS



### ECONSULT

EConsult is an online service accessed via our website and enables patients to access safe and efficient advice for their health conditions and consult with their GP from the convenience of your own home! Visit our website [www.elmsmedicalcentre.co.uk](http://www.elmsmedicalcentre.co.uk) and simply complete the online form get advice about your condition request sick notes and other types of administrative help.

### PRACTICE EXTENDED HOURS

At the Elms we offer extended hours early morning appointments every Wednesday and Thursday mornings from 7:00AM – 8:00AM.

### PRE-BOOKABLE APPOINTMENTS

We offer GP appointments pre-bookable up to 2 weeks in advance and Practice Nurse and Healthcare Assistant appointments pre-bookable up to 4 weeks in advance.

### DUTY CLINICIAN TRIAGE

Our Duty Clinician Triage is a team consisting of Duty Doctor, Nurse Practitioner and Nurse Prescribers who will call back our patients who feel that they need to speak with a clinician urgently on the day and deal with their issues in the most appropriate way. The receptionist will ask the patient their name, date of birth and a brief description of their health problem. Using the signposting criteria developed by our clinicians the receptionist will offer the most appropriate appointment available. This could be with the Duty Clinician, Nurse Practitioner, Prescriber or GP. They may even advise you to see the Pharmacy First or Physio First service.

If you are booked with the Duty Clinician, they will call you back as soon as they can, depending on their current workload. Unfortunately due to the unpredictability of the Duty Clinician's day we are unable to give you a specific time for the call back. It is imperative that you give the receptionist your current contact details. When the Duty Clinician calls you back the patients are able to talk to them about their health problem in the same way they would if they were in the practice attending an appointment in person.

If the Duty Clinician thinks that the patient needs to come into the surgery to be seen (either the same day or in the next few days) they will book you in a suitable time with the clinician themselves.

### HOME VISITS

These are for patients who are too ill and can't physically come to the surgery. Please don't abuse this service. A GP can see 4 patients in the time it takes to do one home visit!

### CANCELLING APPOINTMENTS & APPOINTMENT REMINDERS

Please remember to cancel your appointments if you don't need them anymore, a quick call to the surgery frees up availability for others and cancelling in good time allows another patient to use the appointment. The surgery sends SMS text reminders for your pre-bookable appointments. Please make sure we have your up-to-date contact details and mobile telephone number.

### HOW THE PRACTICE CAN CONTACT YOU

Did you know the Practice can contact you via TEXT MESSAGE AND EMAIL through a secure service called MJOG? You just need to contact the surgery with your mobile number/email address and we can update your medical record accordingly.

### PATIENT ONLINE SERVICES – BOOKING APPOINTMENTS AND ORDERING PRESCRIPTIONS

**Patient Online Access** is a secure internet service that you can book appointments, order prescriptions and view a summary of your medical records. To sign up you can visit: <https://www.patientaccess.com/>.

**Electronic Prescription Service (EPS)** allows you to nominate a pharmacy and your GP can send all future prescriptions electronically to your preferred pharmacy - please ask our reception team or pharmacy if you would like to have this set up for you.

## ARE YOU OVER 50 AND NEED HELP USING NEW TECHNOLOGY?

Bring along your iPad, Laptops or smart phones to the Elms Medical Practice @ Fountains Health and "Digital Buddies" can help you get started on patient online access or other bits that can get you technology savvy in no time.

"Digital Buddies" in partnership with "The Elms Medical Practice" are holding the sessions so why not come along:

**2PM Thursday 8<sup>th</sup> November 2018**  
**2PM Thursday 13<sup>th</sup> December 2018**

For more information contact Digital buddies

**Tel: 07932 556 062**

**Email: [Dligitalbuddieshereandnow@gmail.com](mailto:Digitalbuddieshereandnow@gmail.com)**

## **NON NHS SERVICES** **WHY DO WE CHARGE FOR SOME SERVICES?**

Patients sometimes require services which fall outside of our NHS work, for example letters to non NHS agencies (housing, solicitors etc.), signing passports, letters regarding holiday cancellation etc. We get hundreds of such requests every year, each of which requires time from the doctor, receptionist and secretaries.

None of this work is reimbursed by the NHS and it would simply not be viable to do all this work for free. There are set fees for these services please ask at reception or your GP can notify you. We may require payment before we do the work by cash or cheque.

**The GP has 21 working days to complete so if you need a request urgently please bare this in mind.** In order to avoid this cost, it may be worth considering whether a GP letter is actually necessary.

## **STAFF TRAINING DAYS**

The next scheduled training days for the Practice are as follows:

**TUESDAY 27<sup>TH</sup> NOVEMBER**  
**WEDNESDAY 12<sup>TH</sup> DECEMBER**  
**TUESDAY 29<sup>TH</sup> JANUARY 2019**

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm. This means the Practice is not open to drop off or collect prescriptions - you need to use the drop off box provided at the main entrance of the Fountains Building.

## **ELMS CHRISTMAS & NEW YEAR OPENING HOURS**

The surgery will be closed from Monday 24<sup>th</sup> December at 6:30PM for the Christmas Bank Holidays and will re-open on Thursday 27<sup>th</sup> December @ 8:00AM.

The surgery will be closed from Monday 31<sup>st</sup> December @ 6:30PM for the New Years Day Bank Holiday and will re-open on Wednesday 2<sup>nd</sup> January 2019 @

## **EXTENDED HOURS**

### **NEED A WEEKEND OR EVENING APPOINTMENT?**

Did you know you can now book to see a GP, Nurse or arrange a Blood test in the Evening, Weekends and on Bank Holidays?

All patients registered with a GP Practice in West Cheshire can now book a routine appointment, up to two weeks in advance, in the evenings and Saturday & Sunday Mornings.

You will not be able to see your own GP but you will be seen by a suitably qualified health professional such as a doctor or practice nurse. You can book an appointment up to two weeks in advance by ringing the following number:

**TEL: 0300 123 7743**

**Monday to Friday between 8:00AM – 6:00PM**

**Health Professionals that can be booked via  
Extended Hours Service are:**

**GP, Nurse, Phlebotomist,  
Physio First,  
Well-being Co-Ordinator**

## ***FUNDRAISING BY THE ELMS STAFF***

In September the staff at the Elms baked cakes in aid of Macmillan and raised £67.65, and we had a Jeans for Genes day where the staff all wore denim and raised £28.00 to help those affected by a genetic disorder.

In October the staff all had a 'Wear it Pink' day for Breast Cancer Awareness and raised £50.00

In total over September and October we have raised a grand total of £145.65 to support and help raise awareness for those affected by the named charities.



**Happy  
Christmas  
From all  
the Staff  
At The Elms ☺**