

NEWSLETTER

KMS - Neath Hill Health Centre

18/9/2019

Issue 2

Doctors & Opening Times

Dr E Caswell, Lead GP (Female)	Tuesdays
Dr T Ayorinde, Locum GP (Female)	Monday, Thursday
Dr S Parikh, Locum GP (Male)	Wednesday
Dr T Khondaker, Locum GP (Male)	Monday, Tuesday, Thursday, Friday
Dr K Zaman, Locum GP (Male)	Friday

The GP's, although Locums, are committed to the practice and are therefore available to be seen on request. Members of the reception team are available to advise which GP you have previously seen and will always do their best to offer you the GP of your choice for continuity of care.

Monday to Friday 8.00am to 6.30pm

Closed weekends & bank holidays

Protected Time Staff Training Closure

We close for staff training one day per month except August & December. Please check the surgery website for the dates. Dates are also displayed on the front doors and in reception.

Please note that, although there will be staff on the premises, on the training days we are unable to see patients or deal with any surgery matters. We thank you for your understanding.

Key Medical Services (KMS) are the Company that holds the Alternative Provider Medical Services (APMS) contract to provide services at the Neath Hill Health Centre.

This is a nationally agreed contract between general practices and NHS England for delivering medical services to local communities like ours.

We would really welcome your comments at any time as to how we can continue to provide an excellent service for you via the team here and we will continue to update you on our work together with the team at Neath Hill.

REGISTER ONLINE! Quick, easy and secure.

You can book appointments, order prescriptions and even access your GP records online. We can register you for online services on completion of a short form, available from reception, and provision of a photo driving licence or passport.

Repeat Prescription Ordering:

Many patients have mentioned their concerns regarding how to order repeat prescriptions. The changes recently made by NHS Milton Keynes Clinical Commissioning Group mean that pharmacies are no longer able to take your prescription orders, previously a popular option for patients and used by many who attend our practice.

There are now two main ways in which your prescription maybe ordered:

Register On-line. This service allows ordering of repeat medication.

Physical Ordering. Patients are welcomed to bring their requests into the surgery. Please use the repeat ordering slip that the pharmacist provides you on collection of any medication, if you do not have this form, we can print it for you. Any items not shown on your slip will require completion of an alternative short slip.

Exceptions. There will, of course, be patients for whom these methods of ordering will not be suitable, if you feel this maybe you please contact us so that we can consider your individual circumstances.

Patient Confidentiality: We as a Practice are committed to the protection of our patients' confidentiality, concerning all matters, however minor they may seem. All Practice staff are trained to comply with General Data Protection Regulations (GDPR).

If it is likely to be necessary for a third party to occasionally make requests on your behalf, collect items left for you, or even to discuss your care, we will require your permission. We ask that you advise us by letter confirming who we are able to deal with, or the permission may be given verbally when you attend the Practice, if verbal permission is given the Receptionist will ensure that your patient record is immediately updated for all to see.

Reception Triage: It is a common concern/complaint, across all UK surgeries, as to why Reception staff sometimes has to ask questions regarding your appointment requests?

Since Reception is your first point of contact with the Practice we are simply trying to establish the best course of action for your individual circumstances. Reception staff undergoes training

to recognise and act accordingly if they are alerted to an emergency or acute situation, they will know which pathway is best for you initially.

Please be aware that you are not obliged to share any information and should you not wish to do so this will be respected. However, please be assured that it is purely to establish the best way to meet your needs. An appointment will still be made according to your request.

Patient Participation Group (PPG): The purpose of the PPG meeting, held four times a year, is to discuss practice issues and patient experience to help improve the service. As a Practice we will be sharing any changes, updates or relevant news with the group. As a patient we hope to hear your views and considerations on any matters important to you and your care.

Feedback and Suggestions: Please always alert us to any concerns or suggestions, as you have them, we will look to investigate and discuss during these meetings, we will, of course, invite you to attend.

If you feel there is anything you would like to see included in the Newsletter or would like to contribute and relevant news, points of interest, a poem or two, please contact The PPG Chair, Claire Blood she will be delighted to receive any input, this is

Next PPG Meeting: Thursday 23rd January 2020 at 3pm

If you are unable to attend please let Reception know so that we can have an idea on the number of attendees. There is also a form that can be completed to give us information and opportunity to contact you with a reminder for the next meeting dates.