

Whittington Moor Surgery

Winter 2014

During opening hours telephone 01246 456938. Out Of Hours call 111
Reception is open 8am until 6:30pm Monday to Friday except on Bank
Holidays and on training days.



Whittington Moor is trialling a system of on-line appointment booking. We are making certain appointments available to book by internet as well as by phone and in person.

To use the on-line services you will need to register for a username and password. At the moment we are only offering this service to adults.

For more information on how to register ask at reception or visit our website.



2013 was a year of changes for Whittington Moor Surgery.

- ◆ One of the biggest changes for the staff was the new clinical system, SystemOne,
- ◆ We changed our telephone system to a new Chesterfield number.
- ◆ We introduced a touchscreen check in system to help reduce queues at the desk.
- ◆ The CCG has provided us with another touchscreen for patient surveys.
- ◆ We have refurbished the porch and fitted automatic doors.
- ◆ The reception desk has been opened out with a low area for easier access.
- ◆ We have new flooring in reception.

In 2014 the changes are continuing; we are trialling online appointment booking and SMS texting to remind people about their appointments.



Staff Changes

Health Visitor Val Burrell retired before Christmas, she asked us to pass her thanks to everyone for their cards, gifts and best wishes. Please welcome Pam Leyland to the Health Visitor team.

Receptionist Ann Stafford left us before Christmas and we have two new receptionists, Sarah Lane and Jane Young. Welcome Sarah & Jane, Good Luck Ann!



WMS Patient Survey

We carried out a patient survey in November, the results have now been collated and are available in Surgery and on our website.

Telephones

We have simplified our telephone message:

Press 1

For Appointments, Home Visits and Enquiries.

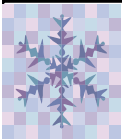
Press 2

For Test Results (please phone after 2pm)

Press 3

For Prescription Queries (please do not phone to ask if your prescription is ready)

We will be closed for staff training from 1:30pm on the following Wednesday afternoons: 19th March, 9th April, 21st May, 18th June, 16th July, 20th August.



The CCG have commissioned some films for winter.

4 short winter films with subtitles

- ◆ Contact OOH Service
- ◆ The difference between flu and colds
- ◆ Norovirus Winter Vomiting
- ◆ How to prepare for winter

There is a link available on our website, or go to :
http://reelmedia.co.uk/North_Winter_Films_Ver4.htm

Health & Social Care Information Centre (HSCIC) CARE DATA

- ◆ The law requires us to upload your personal data to the HSCIC unless you have specifically asked us not to.
- ◆ You should have received a leaflet at home about this, or you can find more information on their website.
www.hscic.gov.uk
- ◆ If you would like to opt out please let us know, we have opt-out forms available in surgery and on our website.

STOP PRESS

Implementation delayed for 6 months

Get help with prescription costs

Prescription prepayment certificates (PPC) are available in England and they can save you money.

Prescription costs as of April 1 2013

- The current prescription charge is £7.85 (£15.70 per pair of elastic hosiery).
 - A three monthly PPC is £29.10. This saves you money if you need four or more items in three months.
 - A 12 month certificate is £104.00 and saves money if 14 or more items are needed in 12 months.
- PPCs are available by 10 monthly direct debit instalment payments. The prescription prepayment certificates allow anyone to obtain all the prescriptions they need for £2 per week.

If you need to access the services below then medicines are free:

- Medicines administered at a hospital or an NHS walk-in centre.
- Prescribed contraceptives.
- Medicines personally administered by a GP.
- Medicines supplied at a hospital or Clinical Commissioning Group (CCG) clinic for the treatment of a sexually transmitted infection or tuberculosis.

You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- hold a valid war pension exemption certificate and the prescription is for your accepted disability

are an NHS inpatient

You are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance,
- Pension Credit Guarantee Credit
- Universal Credit

Patient Participation Group (PPG)

Chairman: Mr Tony Cox

The next meeting is at the surgery on
 24.3.2014 at 6:30pm

New members are welcome.