

# Hucclecote Surgery

☎: 01452 617295    📧 : [hucclecotesurgery@nhs.net](mailto:hucclecotesurgery@nhs.net)

**Dr Paul Hodges & Partners**

**July - Sept 2017**

## **PRESCRIPTION ORDERING LINE (POL)**

**0300 421 1215**

**Monday to Friday: 9.00am – 5.00pm**

*A convenient way to order repeat prescriptions*

With effect from 31 July 2017, Hucclecote Surgery in co-operation with Gloucestershire CCG are piloting a new Prescription Ordering Line (POL) service.

The service aims to relieve some of the administrative burden for practices in processing repeat prescriptions. Patients can call a dedicated phone line, 0300 421 1215, to order their repeat prescriptions. This connects to a new team based at Sanger House who can process the request in the practice's own clinical system, for GP approval and transmission to the patient's nominated pharmacy.

Coventry & Rugby CCG, which originally devised the model, has had positive feedback from patients about the personal service, whilst practices are happy with the relief of basic admin. The process also bypasses the risk of Community Pharmacy ordering 'everything' by default, leading to expensive wastage.

A number of other Gloucester practices are due to join Hucclecote as part of the pilot over the next few weeks.

## **Pharmacy First Minor Ailments service**

The Pharmacy First Minor Ailments service is offered by many community pharmacies across the county. It provides NHS funded therapies for a range of Minor Ailments, details of which can be found:

<https://ccglive.glos.nhs.uk/intranet/index.php/ccg-strategy/medicines-management/commissioned-community-pharmacy-services>

Under the scheme, patients who don't normally pay for NHS prescriptions will receive medicines free of charge (as if a prescription had been issued), and for those who do pay for prescriptions, it is likely that purchasing medicines from the pharmacy will be less expensive than the prescription charge (the pharmacist will advise).

## Waiting times for routine appointments

Due to the departure of Dr R. Bunnett we are currently running at 50 less appointment's per week. We apologise for any inconvenience this may be causing as our waiting times for a routine appointment is currently between 3-4 weeks.

Dr Virginia Head will be starting with the surgery on 16 August and she will be covering on average 18 more appointments per week compared to Dr Bunnett, so we are hoping that our waiting times will decrease shortly.

We do offer daily triage appointments where the on-call GP will contact patients with medical emergencies. Please note that the on-call GP will prioritise the triage list so it is important to inform reception the reason for an emergency appointment. If the on-call GP deems the triage call not to be an emergency, they will re-route you to reception for an appropriate appointment. This is to stop patients abusing the system.

## **Test Results**

**It is the responsibility of the patient to ensure they contact the surgery to obtain test results.**

**Results are available from  
9.00am to 2.30pm daily  
by dialling  
01452 617295 option 2.**





*(South East Gloucester Group incorporating Brockworth, Hucclecote & GHAC surgeries)  
Working together to improve primary care*

Cluster working is being encouraged so that GP surgeries work more collaboratively and changes can be implemented smoothly. Our cluster includes Brockworth and Gloucester Health Access Centre and is called SEGG.

One of the projects that cluster groups are being encouraged to participate in is Being Resilience and Effective Working.

SEGG (along with many other cluster groups) are looking at shared resources and streamlining the way we all work to encourage productive and smarter working. In turn reducing duplication, time in the way work is processed and encouraging best practice across sites.

Currently all reception teams at all 3 sites are receiving level 1, level 2 and level 3 training in Active Signposting (providing patients with a first point of contact which directs them to the most appropriate source of help), which we are hoping will ensure patients sees the right healthcare professional without delay.

For this to be successful we do need our patients to help us. All staff at all GP surgeries have signed a confidentiality clause and they do need access to patient records to ensure they carry out their roles professionally and effectively, please if you are asked questions, please help the reception team to help you.

We are also developing an A-Z Directory, so again all staff can have a directory of services on offer throughout Gloucestershire, enabling first point of contact for patients.

SEGG are also, looking at back-office functions to ensure best practice and to streamline the way we work, for example clinical correspondence and pathways to ensure the right clinician receives all communication without delay.

**NB: we are closed for staff training 3<sup>rd</sup> Wednesday of every month.**

This training is vital to ensure staff keep abreast of the changing environment.

**Visit our new facebook page**

<https://www.facebook.com/Hucclecotesurgery/>

We aim to provide up-to-date information, surgery news and signpost to useful information.

### **Choice +**

We are very fortunate that we are now working with many surgeries across Gloucester to be able to direct patients with acute medical needs to any of our Choice + clinics, this means we are able to offer more appointments at different days of the week and times.

### **Appointment Reminders – Text Messages**

Reminders are now sent a week before your appointment and 24 hours before. If you are unable to attend please follow the instructions in the text message, which automatically cancels your appointment and allows another patient to use it.

**PLEASE remember to update Reception if your mobile number has changed.**

We would encourage all patients to register a mobile number, as we now have a fantastic tool to communicate via text message to all patients.

We will be communicating health promotions & other useful information via this resource.