

Aspley Medical Centre Newsletter

Please have a read through our newsletter as it contains useful information on:

Patient Questionnaire Results

New Stop-Smoking service

Breast Screening Service

Pharmacy First

NEW -GP+ Service

Our Patient Participation Group

Surgery Opening Hours

Monday	8am till 6.30pm
Tuesday	8am till 6.30pm
Wednesday	8am till 6.30pm
Thursday	8am till 6.30pm
Friday	8am till 6.30pm
Saturday	CLOSED
Sunday	CLOSED

Welcome to our latest practice **Spring/Summer Newsletter 2018.**

During autumn 2017 we handed out over 100 patient questionnaires to patients to evaluate and improve our services. Thank you for taking the time to complete the questionnaires, your feedback is important to us and the results are now available on display in our waiting room and also on our practice website.

www.aspleymedicalcentre.co.uk

A brief summary is outlined below: Out of 100 questionnaires -52 were completed and returned.

75% of the patients said they had visited the surgery in the last 3 months

83% of the patients said they found our reception team very helpful

82% of patients said they were able to get an appointment or speak to a GP -51% on the same day

Overall experience of visiting the surgery -80% very good

79% of patients would recommend the surgery to friends or family.

Only **35%** of patients were aware of Online services for our patients.

ONLINE SERVICES available at the practice
Booking appointments online, request your medication. View your medical records. For further details pick up a leaflet or ask at reception

New Services available for patients

Stop Smoking Service

If you need help to stop smoking there is a new service available

'Stop Smoking—Start Living'
 SMOKEFREE



please pick up a leaflet in reception or visit the website for more information

<https://www.nhs.uk/smokefree>



Nottingham Breast Screening Service will shortly be writing to our female patients aged 47 to 73 for invite for screening at the Ropewalk Breast Screening Unit, Ropewalk House, 113 The Ropewalk NG1 5DU. Keep an eye out for your Invite!

Need help with a minor ailment?



Think...

PHARMACYFIRST

Pharmacy First is a scheme available for children and people who don't have to pay for their prescriptions and are suffering from a common ailment. Your local pharmacist can offer you expert advice and medicines for a wide range of common ailments without the need to visit your GP. No appointment is necessary but you will need to give the pharmacist your NHS number, or your child's NHS number to receive advice and, where appropriate, medicines free of charge. For more information **pick up a leaflet in reception or pop in to your local pharmacy.**

USEFUL PATIENT INFORMATION

Test Results



There is no need to ring for Test Results unless you have been asked to ring by the Nurse or Doctor, if your results come back and require any action you will be contacted by a member of staff. Patients that have been asked to call back for results **please ring after 12 noon.**

Prescription Requests



Please note:

Prescriptions take a minimum of **48 hours** to be processed, depending on whether the doctor needs to re-issue any of your medication. It is your responsibility to make sure you order your medication before it runs out .

- **Prescriptions can be requested up to one week in advance.**
- **Urgent same day prescription requests will only be dealt with in extreme circumstances**
- **We do not take prescription requests over the phone**



A new GP+ appointments service is now available for our patients between 4pm and 8pm on Monday to Friday and between 9am and 1pm on Saturday and Sunday at the GP+ Service at 79a Upper Parliament Street, NG1 6LD in Nottingham City Centre.

Appointments are available with GPs, nurse prescribers and pharmacists and they provide the full range of services that you would expect from our surgery.

Our Patients can pre-book appointments and there will be a limited number of appointments available to be booked on the day. Appointments can only be booked by contacting our reception team to make a pre-booked appointment.

Your Surgery

Your views: get involved

Have your say



Patient Participation Group (PPG)

The Practice has a Patient Participation Group

Are YOU interested in finding out more about the Practice?

Would YOU like to influence the development of local health services?

If so we want to hear from YOU

WHAT IS THE ROLE OF THE PATIENT PARTICIPATION

GROUP?

At its simplest, patient participation refers to patients who wish to take a more active interest in developing local healthcare services.

The idea is for patients and staff to work together to share ideas to help patients to take more responsibility for their own health and to help improve the services offered at the Practice.

The PPG will seek to improve communications through the practice website as well as through notice boards, email and text. For more information please ask at our reception.
