

# LONGSHORE SURGERIES



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



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## Longshore Surgeries Newsletter, June 2018

### Patients on Line

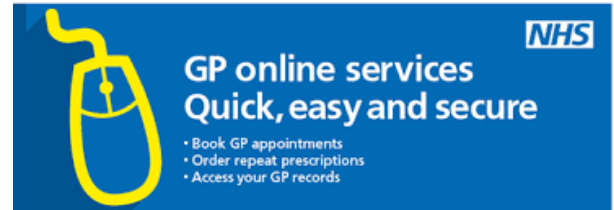
Did you know that, if you have internet access, you can book surgery GP appointments, order repeat prescriptions and (with certain extra precautions) access your patient records and test results?

Also, if we are able to contact you by email or text message, it enables us to update you directly with important health information.

*What do I need to do to have online access?*

**Please obtain an application form with access details and your personal code from the reception desk at any of our surgeries.**

Be assured that we will take every precaution to protect the privacy of the data that we hold for you.



### DNAs (`Did not Attends`)

We still have considerable numbers of patient failing to turn up for prebooked appointments and failing to cancel the appointment. This wastes a considerable amount of Doctor and Nurse time and makes it more difficult for other patients to make appointments.

**You should be shocked to hear that there were 97 such missed appointments with clinical staff in May 2018.**

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

If you make an appointment for some time ahead, please make sure that you record the appointment on your calendar.

If you know that you can't attend for your appointment, please let the surgery know as soon as possible and rebook as necessary. Your appointment can then be offered to someone else.

We are recording patients who fail to attend without explanation and are considering what

action to take (particularly for repeat offenders).

## Proposed Befriending service

We are cooperating with Access Community Trust, the Lowestoft charity, to set up a befriending service for lonely, socially-isolated elderly people in our Practice area. The intention is to find unpaid volunteers to visit such people on a regular basis to provide some social contact, a chat, cup of tea, game of cards etc. This will not substitute for social and personal care provision but will be in addition to these.

You can help by identifying lonely, socially-isolated old people and adding their names to registers at each surgery. **Please just give names to the receptionists.**

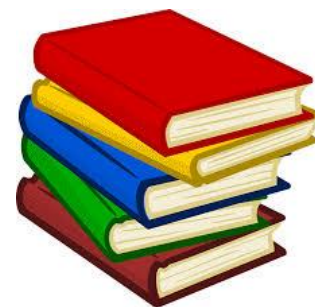


Access will ensure that such people give appropriate consent and will also ensure that any volunteer visitors are suitable.

## Home Library Service - for housebound residents

Your local library can arrange for a suitably-checked volunteer to call round and provide a monthly delivery of books (including talking books and large-print editions) to residents who are unable to get to the library. This service is completely free of charge.

Please contact the library on 01502 741212 during opening hours for further information.



## Patient Participation Group (PPG)

A reminder of the existence of the PPG and its function:-

The PPG exists to represent the interests of the patients to the Practice clinical and administrative team but also to promote and protect the interests of the Practice in the wider medical and social community.

If you have a complaint about the services offered by the surgery or ideas as to how the services offered might be improved please contact a member of the PPG via Reception or the Practice Manager.

\*\*\*\*Please note that specific complaints about personal clinical care are not within the remit of the PPG. These should be addressed via the established complaints procedure.\*\*\*\*

There have been changes to the PPG in recent months. Stella Goodall, after many years of service (for which we are very grateful), recently resigned as Chair of the Committee. Dr Julian Sanger has taken over as Chairman. Other Committee members are Stella Goodall, Anne Burden, Frances Peebles, Jill Walker, Alison Hickford, Joy Scriven, Wendy Riches and Dale Yates.