



Inspected and rated

Good



Overall rating for this service	Good	●
Are services safe?	Good	●
Are services effective?	Good	●
Are services caring?	Good	●
Are services responsive to people's needs?	Good	●
Are services well-led?	Good	●



Electronic Prescription Service

THE SURGERY WILL GO LIVE ON THE 24th JANUARY 2017

The Electronic Prescription Service (EPS) allows prescriptions to be sent direct to pharmacies through IT systems used in GP surgeries. Eventually EPS will remove the need for most paper prescriptions.

Information for patients

If you normally collect repeat prescriptions from the same place, or if you collect them on behalf of someone else, you could benefit from the service:

- You can collect repeat prescriptions directly from your pharmacy without visiting your GP!
- You won't have paper prescriptions to lose!
- The service is reliable, secure and confidential!

To use this service all you need to do is choose which pharmacy you would like your prescriptions to be sent to. You can choose a pharmacy anywhere in England as long as it is EPS ready. (OVER 95% ARE)

To nominate to use EPS please talk to your pharmacy or to one of the receptionists.

Please be aware NOT all medications can be prescribed electronically.

For more information go to:
www.hsic.gov.uk/epspatients

PRESCRIPTION ORDERING

Please allow two full working days (48 hours) when ordering prescriptions.

If your prescription request is urgent and you cannot wait until the specified collection day please speak to the receptionist.



IF YOU HAND YOUR PRESCRIPTION IN ON	1ST FULL WORKING DAY	COLLECTION DAY
MONDAY	TUESDAY	THURSDAY
TUESDAY	WEDNESDAY	FRIDAY
WEDNESDAY	THURSDAY	MONDAY
THURSDAY	FRIDAY	TUESDAY
FRIDAY	MONDAY	WEDNESDAY



P.P.G

CHANGE
STARTS HERE.
CAN WE COUNT YOU IN?

!!! DO YOU WANT TO MAKE A CHANGE !!!

Come along and join our enthusiastic and committed group members and help and support us in improving our surgery services

Next meeting Tuesday 2nd May 2017 at 7pm

Sorry We're
CLOSED

PLEASE NOTE: WE ARE CLOSED FOR STAFF TRAINING FROM 12:30PM ON:

Wednesday 5th April 2017

Wednesday 10th May 2017

Wednesday 14th June 2017

If You Require Urgent Medical Assistance Whilst The Surgery Is Closed Please Call NHS 111

IT IS YOUR RESPONSIBILITY TO RING FOR YOUR OWN TEST RESULTS PLEASE ALLOW 48 WORKING HOURS AND CALL THE SURGERY AFTER 3:00PM

THE SURGERY IS NOW SENDING OUT APPOINTMENT REMINDERS VIA TEXT MESSAGE!

IT IS ESSENTIAL WE HAVE YOUR CORRECT MOBILE NUMBER. IF YOU UPDATE YOUR NUMBER PLEASE LET US KNOW.

PLEASE INFORM RECEPTION OF YOUR MOBILE NUMBER IF YOU HAVEN'T ALREADY



FRIENDS AND FAMILY

PLEASE USE THIS LINK TO GO ONLINE AND PROVIDE YOUR FEEDBACK FOR THE PINES SURGERY:

www.cfep.net/mdk



WOULD YOU RECOMMEND OUR PRACTICE TO YOUR FRIENDS AND FAMILY?

We are looking for continuous feedback so please do complete the questionnaire again, even if you have done it before.

“Very good surgery, very friendly”

We listen to our patients and strive to meet all of our patients needs. The surgery has implemented new systems such as a new booking system and a new telephone system. This is based on the feedback we have received from our patients surveys.

Extremely Likely	16
Likely	20
Neither Likely nor Unlikely	8
Unlikely	1
Extremely Unlikely	0
Don't know	1
Total Responses	46

CAR PARK

The surgery would ask patients to please be mindful of how and where you have left your vehicle when using the surgery car park.

- Under no circumstances should the doctors cars ever be blocked in by patients. If one of the GP's has an emergency home visit they need to be able to leave the surgery immediately!
- Disabled car parking spaces should only be used by disabled patients!
- Patient's using the car park to visit the pharmacy, no matter how long you intend to stay, please park with consideration!

PLEASE PARK RESPONSIBLY



A&E or 999

Choking, chest pain
black outs, blood loss.

Walk-in-Centre

Cuts, bites, strains.

GP

Vomiting, ear pain,
painful cough.

Pharmacist

Upset stomach, runny nose,
headache.

NHS 111

Unwell? Unsure? Need Help?

Self Care

Hangover, grazed knee, sore
throat, cough.

**ALL
ASTHMA
PATIENTS**

If you are Asthmatic you MUST have an annual review with Sue Morris. Making sure you have an annual review ensures you are on the correct treatment and gives Sue the chance to monitor your Asthma. Over the last 12months 30% of our Asthmatic patients did not attend an annual review at the surgery. Statistics show our Asthma patients have the lowest attendance figures for annual reviews by a considerable amount. Sue Morris runs an Asthma clinic every Wednesday from 2:00pm - 4:30pm.

!!! IF YOU NEED TO BOOK YOUR ANNUAL REVIEW PLEASE SPEAK TO ONE OF THE RECEPTIONISTS !!!

!!! Surgery DNA's !!!

IN MARCH 2017 THE SURGERY HAD A TOTAL OF 189 DNA's THIS MEANS 3226 MINUTES OF CLINICAL TIME WAS WASTED.

!!! IT IS ESSENTIAL THAT IF YOU NO LONGER NEED YOUR APPOINTMENT YOU CANCEL IT WITH THE SURGERY EITHER BY PHONE OR ONLINE !!!

CAKE SALE



THE

SURGERY WILL BE HOLDING A CAKE SALE ON THURSDAY 4TH MAY 2017

!!! PLEASE HELP SUPPORT US BY BAKING AND BUYING !!!

ALL PROCEEDS WILL BE GOING TO GREAT ORMOND STREET CHILDREN'S HOSPITAL

