



Being a 'dementia friendly' surgery....

As part of our continuous drive to provide a good service to all of our patients, we are making a concerted effort to become a 'dementia friendly' surgery. We are now members of the Tendring Dementia Action Alliance and will be using their resources and help to ensure we provide the best service we can for our dementia patients.

We are looking at making changes within the surgery building to help patients with dementia, for example, changing some signage to be clearer including pictures to help them identify toilets more easily. We will also be replacing all



the toilet seats with bright red seats as this has been proven to help (in case you wonder after they've been installed!). We've also programmed our clinical computer system to alert all staff, doctors and nurses of the extra care potentially required as soon as they enter a dementia patient's record. Also as part of a North East Essex GP Educational afternoon (when incidentally we will be closed on the afternoon of Thursday 8th February) we are providing all staff with specialist training from experts to help them provide a better service to dementia patients. Moving forward, we also hope to make some lighting improvements to some areas of the building and also encourage staff to become 'Dementia Friends'.

Prescriptions

It's that time of the year when we find that we are getting more and more patients not being prepared for when their medications running out and calling us asking to get a prescription urgently with many claiming that they did not know that we require 3 working days to process their request. We therefore please ask patients to plan ahead! Most people receive 28 days' worth of medication, so they should know 28 days in advance when they will run out. Make a note on a calendar or set a reminder on your smartphone if you have one. The other thing to mention is that we cannot take prescription requests over the telephone. It's unsafe, so please do not ask as this will be refused. Please also be aware that we have a dedicated prescription query line on 01206 257557. You must use this number for all prescription queries not the main number. If you call the main number, you will be told to call the prescription line instead, so it wastes your time as well as ours. If you do not immediately get through to speak to the prescription clerk, leave a message and as long as that's before 3.00pm, you will get a call back the same day.

Urgent (same day) GP Appointments

As you can imagine all through December and January, like the rest of the NHS we have been incredibly busy. It's very difficult to manage the demand, so it's extremely important that we are told about any need for urgent on the day appointments as early as possible. We only have a fixed amount of appointments available on any day, so it's essential that the on call (triaging) doctor knows as much about what's needed in the day ahead. If you call late in the day, we may not have anything left to offer, so please call early!

The next meeting of the Patient Participation Group will take place at 6.30pm on Thursday 15th February 2018 at the Great Bentley Village Hall.