

## **August 2014 – Surgery Newsletter**



I hope you are all enjoying the summer? We are trying to introduce our patients to a variety of new opportunities which will save you all (and us) a lot of time and effort. One of these is an online service called 'Patient Access' which you can access on the internet via computers or even smartphones. This allows patients to send messages to the surgery, view your medications, allergies and adverse reactions and also to order your repeat medications online. For patients' with internet access this means that you would not have to complete a written request or get your paper slips into the surgery every month. You would simply log in, tick the boxes next to what you want to order and your request will immediately appear on our computers to action. Being fully automated like this, there almost no chance of human error or your request being lost and of course this speeds up the process no end! Obviously this is not for everyone, especially if you cannot access the internet, but don't worry as you can use the same system as you do now. However, if you would like to register and try this out, just tell a member of staff who will switch this service on and give you a printout with your registration details and instructions. Why not give it a go?

Finally the Patient Participation Group (PPG) is meeting as every month on the third Thursday, which this month is 21<sup>st</sup> August 2014 at 6.30pm in the Village Hall. On that note I'm pleased to introduce you to Melvyn Cox who is the PPG Chairperson and this month's guest writer.

### **Richard P Miller – Practice Manager**

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Many years ago when I was a young man, I went to the doctor because I had hurt my back in a fall and could not work. I presume it was a pulled muscle but it was extremely painful. The doctor asked me to sit opposite him and then walked around my chair until he was behind me, he then quite suddenly pushed my head forward and down. "Did that hurt?" he enquired as he returned to his seat. He looked up at me "Oh yes I see it did" he said as he saw my drained and sweating face. I was quite shocked by the pain and couldn't speak. He 'signed me off work' for a week to recover. Afterwards, I was rather cross that he had added to my pain, but it was no use complaining he was the only doctor at the surgery and his receptionist was 'fierce'. I don't think that this was very good doctoring, but with hindsight and a generous lashing of understanding, I suppose he had quite a few young lads that were malingerers and complaining of things like 'backache' that were difficult to diagnose/refute and this little trick distinguished between them. Today, I would like to think that such a severe method would not be resorted to by any doctor. But then today we have Patient Participation Groups (PPG) which is a source of information and support for its members as well as a friend at hand for the surgery also.

Would like to be kept informed? Would you like a forum in which you could air your views? Why not come along and meet us, you will be most welcome. Membership is of course free and you will receive regular updates and both Minutes of meetings and future agendas by e-mail. There is no requirement to attend every meeting, just those that you either can, or want to.

Further details and an application form are available at the surgery or you can contact me now to register and receive our next agenda either by phone on 01206 250311 or email: [melvyncox141@yahoo.co.uk](mailto:melvyncox141@yahoo.co.uk)

**Melvyn Cox – Great Bentley Surgery Patient Participation Group Chair.**