

March 2015 Surgery Newsletter



With effect from 1st April 2015, all GP Surgeries must allow patients' view some of their medical records online. We have tested our secure service thoroughly and now want to promote this to all patients who have internet access. You will be able to view summary, medications, immunisations and allergy information. This can be done on any internet enabled device including smart phones. By 2018 this will be expanded further to provide access to even more of your record. As well as accessing your record, you can also order your repeat prescriptions online, book doctors' appointments very easily and even message us securely! It really is very simple to set up and use and will make managing your medications so much easier and more accurate as it's linked directly to our computers. Call us on 01206 250691 or send an email to postmaster.gp-F81021@nhs.net to request your registration details which can be posted to you. **Why not give it a try?**

We are aware of some recent problems at The Green Pharmacy. We have received many enquiries and comments from patients who still think the Green Pharmacy is connected to the surgery. This has not been the case for well over a year now and we're unable to help I'm afraid. I've even heard a suggestion that complaining about the service or using another pharmacy could result in being removed from the surgery! This of course is completely untrue. I'm sure that the staff and management there will be keen to hear about and resolve any problems you experience, most of which will hopefully be sorted out when they get their new computer system which I have been told will arrive soon.

Richard P Miller, Practice Manager



Are you or do you have a carer? We keen to hear from you if you are a carer for a friend or relative. About 1 in 10 people who consult a GP will have a role caring for others. Carers can develop physical, psychological or financial problems as a result of their caring responsibilities. If you are a carer please let the doctor or nurse know and we can record this on your medical record. We will try to offer appointments that take into account your caring role and support you where possible. We can offer you information about local services that offer support and we can also arrange an appointment with our Care Advisor who can give advice on what benefits and support you are eligible for. We would like to keep a register of carers at our practice so we can invite you to related events. People who have a carer are often (but not always) happy for us to share medical information with them. If they are, we would need written permission to do so and this can often improve communication and help the co-ordination of medical care. We are continually striving to improve the service we offer. Great Bentley Surgery has many people who rely on the care of family, friends or neighbours, so please help us by letting us know if you have a carer or you care for others. Thank you.

Dr Karen Chumbley, GP Partner