

# CHURCH VIEW SURGERY & THE JONES FAMILY PRACTICE

## Fasting Blood Tests

When fasting for a blood test, it is vital that you continue to drink plenty of water and take your medication (unless otherwise advised).

## Staffing Update

We would like to welcome Mel and Mehri to our reception team and Sarah to our nursing team.

## Zero Tolerance

A polite reminder to our patients that our surgery maintains a zero tolerance policy towards abusive and potentially offensive behaviour including verbal and physical. Any such behaviour will result in the patient being removed from surgery records.

Please note that our receptionists are working with all the resources available to provide the best service possible. If they cannot offer an appointment for a specific time it is not their fault, they are simply working with what is available. Thank you for your cooperation.

## NHS Choices

If you have experienced a good service, we would appreciate it if you could go onto the NHS Choices website and leave us a positive review.

## Merry Christmas!

The surgery would like to wish all of our patients a Merry Christmas and a happy new year.



## Appointment Requests

Many patients are not happy to give a reason for requesting their appointment. We would like to explain why we ask this.

We have nearly 15,000 patients and only approximately 1000 GP appointments available each week between sites. We must ensure that these appointments are prioritised for the neediest patients. Our staff receive very similar training to 999 operators who would ask many more questions.

They are trained to allocate the most suitable clinician for the patients need. Each doctor has a specific speciality, or it could be something which could be treated by our practice nurse or HCA. It could be that certain tests are to be carried out prior to the consultation to avoid delays.

A lot of time and money is spent training our staff including communication workshops, basic first aid training, confidentiality and Information Governance as well as equality and diversity training. There is a long list of training completed by our admin team.

Primary care does a huge percentage of the work of the NHS but only receives a small percentage of funding so we have to work as productively as possible and so training our staff to offer a basic triage service helps to avoid wasting appointment time and ensures a better service is offered.

A full detailed explanation is not necessary, just a brief

idea of the need of the appointment. If, however the reason is one which is particularly private but deemed urgent then please politely explain this to the receptionist who will do their best to assist you.

## Facilities Update

A friendly reminder to our patients not to place any waste such as sanitary products or nappies down the toilets as these are causing regular blockages. This is both inconvenient for patients and is also expensive for us to repair. Please place the above mentioned items in the bins provided.

## CQC Visit

Following our recent CQC visit, the report can be found on our website [www.churchviewsurgery.co.uk](http://www.churchviewsurgery.co.uk). It was a successful visit and we achieved an overall rating of good.

## Flu Clinics 2017

Our flu clinics have again been a huge success. We do have some vaccines left so if you haven't been vaccinated please ask at reception to see if you are eligible to make an appointment.

## Shingles Vaccine

This is available free to all patients who are 70, 71, 72, 73, 74, 75 (born after 1/9/42), 78 and 79 years old.

## Carer's Register

Are you a carer? If you look after a friend or family member please let us know and we can add you to our carers register. This will be updated regularly and we are able to offer additional support and guidance.

## Mobile Numbers

Please could you give your mobile telephone number and email address to our receptionist so that we can update your records. We are then able to send you text confirmation of your appointments at no cost to you.

