



# St. George's Matters

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The Newsletter of the St George's Medical Centre Patient Participation Group

Autumn 2013

## WHO'S WHO The PPG Members

### Chair

Milly Wright

### Vice Chair

Lorraine Mahabir

### Secretary

Sonja Pearson

### Patient Representatives

Kate Gratwick

John Howe

Barbara Poole

### Practice Liaison

Jeanette Hudson

### GP Members

Dr Naylor

Dr James

### Practice Manager

Melissa Howard

## THE PATIENT PARTICIPATION GROUP

### NHS Health Checks

St George's Medical Centre is now offering a free health check to any patient aged between 40 and 75( excluding those with existing health problems such as diabetes, heart disease as the checks will already have been made). The check will involve a blood test, checking for high cholesterol and a blood pressure check. The Practice will be in contact in due course.

### FLU VACCINES HAVE ARRIVED!



Several Flu Clinics are being held throughout October. If you are eligible you will have received a postcard from the surgery. It is important that you take the postcard with you on the day. If you are unable to make it to the practice or wish to decline the offer please call reception and speak to a member of staff. Over 1000 patients have already been vaccinated at the first clinic on 5th October.

### PATIENT ACCESS SYSTEM

From early 2014 patients will be able to use a personal pin number issued to them by the Surgery to request repeat prescriptions and request doctor's appointments ( but not as yet nurses' or phlebotomy appointments).

It is a huge undertaking for the surgery to implement this system as patients need to provide identification in the form of a driver's licence and a utility bill. As well as being able to make appointments and request repeat prescriptions, in the future patients will have the right to access their own medical records via the system.

This system enables patients to choose how they contact the surgery by email, telephone or online.

More information , as available, will be given in a future Newsletter.



### Special points of interest:

- \* **Health Checks**
- \* **Flu Vaccines**
- \* **Patient Access**
- \* **Online Survey Results**
- \* **Text Messaging**
- \* **Care Data**

**CHECK OUT THE PRACTICE WEBSITE FOR NEWS AND INFORMATION**  
[www.stgeorgesmedicalcentre.com](http://www.stgeorgesmedicalcentre.com)

## **A NEW WAY TO GET YOUR MEDICINES AND APPLIANCES**

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. What does this mean for you? If you collect your repeat prescriptions from your GP you will not have to visit your GP Practice to pick up your paper prescription. Instead your GP will send it electronically to the place you choose saving you time. You will have more choice about where you get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Interested? The first step is to nominate your pharmacy and /or appliance contractor (if you use one). 'Pop in' to your pharmacy/appliance contractor of choice that offers EPS or your GP Practice and ask them to add your nomination for you.

Full Explanation Leaflets are available from the Reception Desk at the surgery and at Pharmacies throughout Wirral.

## **UPDATED**

### **Text Messaging Service**

St George's Medical Centre now sends appointment reminders by text message. The aim is to reduce the number of missed appointments. After enrolling patients will receive a text message approximately 24 hours prior to the appointment. Patients will also be eligible to receive health information relevant to them such as immunisation reminders or periodic review reminders. There is no charge for receiving a text message. If, however, you reply then you will be charged at standard text messaging rate depending on your network. If you reply 'cancel' you will receive confirmation by text. In future health information updates will also be text to patients i.e. flu clinics etc

## **ONLINE SURVEY**

An online survey regarding the 24 hour booking system took place in the Summer. 53 patients took part in the survey and overall the response to the Booking System was positive. There were numerous written comments made by patients and these were looked at by the PPG in full. The main points raised were:

- The female voice to speak slower
- To have more appointment options
  - Named Doctors
- More appointments to be released
- To have specific time slots—morning and afternoon
  - Back to beginning option

At the moment there is still no option to book nurse's appointments as these can vary in length 15—30 minutes depending upon the condition the appointment is being booked for and the only option given on the online appointments is for doctors, which are in 10 minute slots. Despite this system there is still no decrease in the number of phone calls received and dealt with by reception and the busiest period is still between 8am and 8,30am on Monday mornings. The Survey will be repeated in 12 months time.

## **CARE DATA**

### **How Information About You helps to Provide Better Care**

Confidential information from your medical records can be used by the NHS (Health and Social Care Information Centre) to improve the services offered so that the best possible care can be provided for everyone. This information, along with your postcode and NHS Number, but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

### **YOU HAVE A CHOICE**

If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet and /or an 'opt out' form. The first extraction is due to take place in January/February 2013. More information can be found on the Practice Website (address overleaf)

**PPG Email Address: [stgeorgesppg@hotmail.co.uk](mailto:stgeorgesppg@hotmail.co.uk)**