



# Cookham Medical Centre News

Autumn 2014

Produced for CMC by the Patient Participation Group (PPG)

[www.cookhamdoctor.co.uk](http://www.cookhamdoctor.co.uk)

## Welcome to our new Medical Staff

In addition to our GP Partners, Dr Mike Sealy, Dr Azmy Birdi and Dr Anu Swamy, we now have Dr Lucy Follis (GP) looking after you. In addition, there are several locum GPs that we have in to take extra sessions for us. These are: Dr Sunny Suchowa, Dr Sarah Leaver, Dr Anna Puri, Dr Joanna Leach, Dr Lucy Young and Dr Rachel Ruddock.

(Dr Peter Roberts has now relocated to Devon)

We also have a new member of the nursing team, Kirstie Roberts RGN (asthma and Diabetes) and Samantha Robinson (Healthcare assistant).

We are sure you would like to join the PPG in welcoming them all.

Watch out for some short snippets of info about the staff, hopefully published soon!

## Flu Clinics



Flu vaccination appointments are now available (started Oct 15<sup>th</sup>) and on some Tuesday evenings by appointment.

Autumn is upon us again and it's time to think about your flu vaccination if you are aged 65 and over or living with certain long term conditions or in the 'At Risk' group of patients. If you are unsure about qualifying, please ask at reception or look on the website, where the 'At Risk' list is shown and explained.

**Please contact the surgery to book an appointment.**

## Your Comments .. (this is a white locked box on the bookshelf near the inner sliding door)

***"I'm worried about making a comment - will it jeopardise my care in any way"***

PPG response: Not in any way. All comments made can be anonymous, and are all received with interest by the PPG. We pass your comment on to the Practice Manager, and it has only been our experience that the practice are keen to hear your views about their service, whether it's a good or bad comment.

***"Should I put my repeat prescription request in this box?"***

Practice response: Absolutely not! There is a slot in the top of the counter for repeat prescriptions. Please make sure they all go in that slot.

PPG response: Every so often we find a repeat prescription request in there, which we give to the receptionists. Putting them in the comments box may seriously delay your prescription being requested!

## Cookham PPG Committee

Local organisations with an interest in health and/or local community affairs are eligible to nominate a member of the PPG committee. In addition up to six individuals will be elected to serve on the committee. To nominate representatives or individuals please contact our Chairman, Chris Oxtoby ([chris.oxtoby@ihbs.co.uk](mailto:chris.oxtoby@ihbs.co.uk)) or Vice Chairman, Brian Schirn ([b@schirn.fsworld.co.uk](mailto:b@schirn.fsworld.co.uk)) on 01628 819460

Join our email group "Friends of Cookham Surgery" and stay in touch with newsletters, bulletins and events. Please tear off this strip and pass it to a receptionist, or place it in the Comments Box

email address: \_\_\_\_\_

## Repeat Prescriptions Online

Following the very successful trial of this new system by the Friends of Cookham Surgery, we are now making this service available to all patients.



You must first take appropriate identification into Medical Centre (Passport, or Photo Driving Licence) and then you will be given a letter which will provide the details you will need to set up your account. Please note, you will need an email address to be able to register for this online service.

Once you have registered for this service, you will be able to log in, see a screen similar to this, displaying your medication list (provided they are on a repeat medication list) and your request will be processed as if you had brought the Prescription request slip into the surgery and put it in the slot.

The screenshot shows the 'Patient access' website interface. At the top, there are links for 'Home', 'Sign out', and 'Help'. The 'Patient access' logo is on the left, and 'powered by emis' is on the right. The main heading is 'Your Repeat Medication'. Below this, there is a paragraph of instructions: 'Select the medicine(s) you want to request by ticking the check box. Add a message related to the request if required and click the "Submit Request" button. You can search for information on each item by clicking the icon. This will open in a new window. This information is taken from [www.patient.co.uk](http://www.patient.co.uk) where you can find information on medicines and other medical topics.'

Select Drug	Details	Last issued
<input type="checkbox"/> Amiodipine 5mg tablets	ONE TO BE TAKEN DAILY, 2 x 28 tablet	28 Jan 2014
<input type="checkbox"/> Aspirin 75mg gastro-resistant tablets	ONE TO BE TAKEN DAILY, 56 tablet	28 Jan 2014
<input type="checkbox"/> Atorvastatin 10mg tablets	ONE TO BE TAKEN DAILY, 56 tablet	28 Jan 2014
<input type="checkbox"/> Candesartan 16mg tablets	ONE TO BE TAKEN DAILY, 2 x 28 tablet	28 Jan 2014

Below the table is a text area for a message: 'You may include a message relating to your request. If you need to request something that is not listed above, contact your practice. The only characters allowed are numbers, letters, full stops, commas and apostrophes.' There is a text input field and a 'Submit Request' button. At the bottom, there is a footer with 'Terms of use', 'Privacy policy', 'Cookies policy', 'Feedback', and 'v6.5.0.0000'.

Your prescription will be processed in exactly the same way as normal, i.e. if you used to collect your prescriptions from the Medical Centre, then you will still need to collect it. If it is usually sent across to the Cookham Pharmacy, then that will continue to be the case.

**This system only replaces your physical delivery of the repeat prescription request to the Medical Centre.**

## Don't understand all this NHS Gobbledegook?



Help is at hand! **600 commonly used acronyms and abbreviations in the NHS at your fingertips**

<http://www.nhsconfed.org/acronym-buster>

## New Phone System

We have taken note of the problems patients (and staff) were having with phone lines and completely upgraded our telephone system. We now have more telephone lines, it's easier for us to transfer calls around the building, and more people are able to answer the phone. From 13<sup>th</sup> October, you will notice the new system when you ring in. Although we recognise that people universally hate the 'press 1 for...' type of system, it was chosen by both the PPG and the Partners. The PPG committee independently received sales pitches from prospective suppliers and analysed the cost estimates. So, please support and embrace this new technology - it was deemed the one most appropriate for your and CMC's needs.

**Press 1** for general enquiries, appointments, prescriptions, insurance forms and letters

**Press 2** for referrals (between 9.30am and 1pm)

**Press 3** for test results (12pm to 1pm)