

Stone Cross, Pevensey Bay and Westham Surgery Newsletter

Volume 2 Issue 5
2012

June 2012

Editors Comments

(Kelly Hartland, Practice Manager)



Welcome to our 5th newsletter.

It is lovely that so many of you are enjoying this newsletter, and I hear that some of you ask at reception when the next one is available. It makes writing it very enjoyable and worthwhile – thank you.

I hope to write an article on our appointment system for my next newsletter as we may have some news for you over the next few months on this subject.

URINE JARS



Please can we ask all patients to ensure that they use a urine jar, which are available from our 3 surgeries, when bringing a sample in. We are getting a lot of jam jars and other inventive containers and these are causing problems with results of the tests!
Thanks.

PATIENTS' COMMENTS AND SUGGESTIONS



We have had very few comments and suggestions since my last newsletter, so if you see something that you think could be improved please let us know at Stone.cross@nhs.net or via our suggestions boxes at all of our sites.

PLEASE HELP US



We are very keen to reduce the queue at our reception desk and would ask as many patients as possible to use our letter box for prescriptions and letters, rather than handing them to reception staff. Our letter boxes are accessible 24 hours a day 7 days a week at all 3 surgeries. You are also welcome to visit our website at stonecrosssurgery.co.uk to request your repeat prescriptions.

ELECTRONIC PRESCRIPTIONS



We are very excited to be part of a small number of practices that are being trained to use an electronic prescribing system which will start in the summer. **This system will not affect anything you currently do**, but we do need your help initially.

Your chosen pharmacist will have to obtain your signature to enable us to send your prescription to them electronically.

By allowing us to send your prescription to them electronically you will help us to be able to track your prescription along its journey and save the doctor time when signing the prescriptions.

Patient Participation and Involvement Group



We are still struggling to get your group as representative of your practice as possible and as per our Primary Care Trust's guidance we are looking for a mix of age, sex and varying ethnicity. We still have a vacancy for a man under 50, a parent of young children and a patient from a minority group.

Please inform reception if you would be interested in joining our group and they will pass your details to Michelle (Deputy Practice Manager) who co-ordinates the group.

Alternatively please email stone.cross@nhs.net or ring 01323 761461.

Our recent discussions:

Potential changes to the appointment system.

Creating a 'Quiet Waiting Area' at Stone Cross Surgery (No music playing).

Please see our website www.stonecrosssurgery.co.uk for full minutes, or ask at Reception.

Our next meeting is 28th June 2012.

BOWEL CANCER SCREENING



Our patients results for screening:

861 of our patients have been invited, 507 of you completed the test = 58.89% screened. The average uptake in our area is 59.32% so we are slightly below average. I am therefore providing a reminder for you all about the screening:

This programme invites all men and women between the ages of 60 and 69, who are registered with a GP, to undertake a Faecal Occult Blood Test (FOBT) in the form of a home testing kit, every two years. The kit is then returned for analysis and should a positive result be found, the individual is invited to investigate the reason for this positive result.

You should receive a kit within 6 weeks of your 60th birthday.

Please do not ring until 6 weeks have passed:

If you have not received an invitation within this time frame, or you have changed your mind after declining and wish to take part, you need to telephone:

0800 707 60 60.

-- NEWS FLASH --



We have just appointed a new Doctor who will be joining our partnership. He will be starting on the 1st August.

More information in my August newsletter!

PRIVATE FEES FOR NON-NHS SERVICES

Please be aware that some of the services that we offer are not covered under the NHS. Some examples are Income Protection insurance forms, Private Health insurance claim forms, Fitness to travel, Holiday cancellation forms and Private letters to schools, college, etc. Our list of fees can be found on www.stonecrosssurgery.co.uk or please ask at Reception.

Our fees for the above services range from £15.00-£25.00. If a medical examination is required the fee will be higher.

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