

Probus and Grampound Surgeries Newsletter

DECEMBER 2014

Friends and Family Test

NHS England has implemented a new feedback form for patients to complete as of 1st December 2014. The form is designed for patients to answer each time they visit the practice based on that visit experience, “would you recommend our service to friends and family?”

Feedback forms are available from all practices (including branch sites) and there are post boxes to return completed forms. There will also be the opportunity for patients to complete the form on our website and via text message reply.

NHS England will publish results on NHS choices website online at www.nhs.uk we will also publish results on our practice website.

Your feedback is important to us and we welcome constructive feedback in order to improve our service to you. Please complete a form each time you visit the surgery. Thank you.

Flu Vaccinations

Online Access “The Waiting-Room”

The practice currently offers a facility for patients to order repeat medication and book appointments online. From 31st March 2015 it is hoped that patients will be able to view a summary of their medical records online via “The Waiting-Room”.

If you would like to use “The Waiting-Room” please could you ensure your e-mail address has been added to your medical records. You will then be e-mailed a link with a username and password.

Existing users – to access “The Waiting-Room” visit our website at www.probusurgery.co.uk and click on the link for “The Waiting-Room”. This will then take you to the login screen.

Friends of Probus Surgery

The Friends of Probus and Grampond Surgeries wish to send a heartfelt thanks to all the patient's, families and friends who have kindly donated money to the Friends Charity over the past year. Any money which is donated is spent on vital equipment for the Surgeries which will be of great benefit to the patients.

The Friends of Probus and Grampond Surgeries, as well as receiving donations have also carried out fundraising events throughout 2014 and have so far this year purchased equipment totalling just over £5,400. This has included the following:

- 3 Adult and 2 Paediatric Finger Pulse Oximeters
- 4 Examination Couches
- Micro Medical Spirometer Pulse Ox Module
- 4 Ophthalmoscope and Standard Otoscope sets
- ECG Machine and trolley

The Friends would like to take this opportunity to thank everyone who has supported them throughout the year.

Dispensary Information

During the Christmas and New Year period, please could patients give 5 working days' notice where possible for ordering repeat medication. Please see the end of this Newsletter for information on Christmas and New Year opening times.

Due to new guidelines on dispensing medication from 1st December 2014, anyone collecting medication will need to provide proof that they are entitled to free prescriptions. For example if you are exempt from the prescription charges on medical grounds please ensure you bring your exemption card each time you collect your medication.

Patients who do not provide proof of free prescription entitlement will be asked to pay the prescription charge of £8.05 per item and will be given a reimbursement receipt to claim the fee back from NHS England if they are entitled to free prescriptions. Reimbursements can be claimed back from any chemist but unfortunately Probus Surgery will NOT be able to offer any reimbursements.

Further information regarding this is available from the Surgery.