

### Special Interest Articles:

- New Practice premises receive planning consent.
- Annual Patient Questionnaire completed and report available online.
- Local Clinical Commissioning Groups progress towards accreditation.

### REMINDER:



**Flu immunisation clinics will begin mid-September. PLEASE DO NOT WAIT FOR AN INVITATION. If you are in one of the at risk groups, please make an appointment for a flu vaccination from the beginning of August.**

**At risk groups will include those being treated for illnesses associated with asthma, heart, respiratory problems, low immunity, kidney or liver problems, diabetes and pregnant women. PLEASE CHECK POSTERS AND LEAFLETS IN PRACTICE.**



## New Practice Premises

Many of our patients will have noticed in the local press that the Winchester City Council's application for planning consent in respect of new practice premises for St. Clements was granted approval.

As a result of the City Council's plans to regenerate the lower part of the city, the

St. Clements practice premises will be demolished, together with other buildings. As the first stage of the Silverhill development new premises will be built to enable the practice to be housed before work starts on the main development. The partnership has been aware of these plans for

many years and it has been an obstacle to the improvement or expansion of the existing premises.

We are all looking forward to being able to provide our patients with modern facilities from which to continue to provide medical services.

## Annual Patient Questionnaire

Government requirements about how we undertake our annual patient questionnaire have change a couple of times in recent years.

This year we were asked to ensure that we covered groups of patients who were representative of our patient list. Historically, responses to our patient questionnaires have been slightly skewed by the older and retired members of our list.

In our attempts to 'widen the net' and make it easier for all patients to respond, we included 'virtual' patient groups as well as our long established Patient Forum who meet, roughly, quarterly when there are developments to discuss.

We would like to thank so many of your for taking part and responding to our written, verbal and text invitations to complete our

patient questionnaire.

The responses are helpful to us in monitoring how we are doing in delivering a high quality and responsive service to our patients.

The report is available on our practice website at [www.stclementspractice.co.uk](http://www.stclementspractice.co.uk) or, if you would prefer a paper copy, please ask at Reception.



## The Health and Social Care Act

Things rarely remain settled for long in the NHS and we are again responding to Government changes introduced by Health Secretary, Andrew Lansley.

We have attempted to advise you of the wider changes in a previous Newsletter. The current situation is that St. Clements Practice remains a member of the West Hampshire Clinical Commissioning Group (CCG) which has an

elected Clinical Commissioning Board of 5 local GPs.

At the present time this Board is heavily involved in the necessary statutory and accreditation tasks that precede their establishment as a legal body.

St. Clements Practice continues to be actively involved through their membership of the Locality Group and Executive and attendance at monthly Management

Board meetings.

We will endeavour to keep you updated as developments progress.

## Repeat Prescriptions

We receive requests for between 300 – 350 routine repeat prescriptions daily and this number increases before Public or school holidays.

You will appreciate that we cannot receive these over the telephone as this would put pressure on other patients' ability to get through to request urgent home visits or to book appointments.

We very much hope that

the following ways of requesting a repeat prescription will prove very accessible for all our patients:-

- i) Drop your repeat prescription request form in the box by the Practice front door;
- ii) Post your repeat prescription request form to the practice;
- iii) Arrange with your local Pharmacy for them to pass your form to the Practice;
- iv) Use the practice's

online prescription request form.

ALL prescriptions have to be printed and then passed to your GP after their daily clinics, for signature.

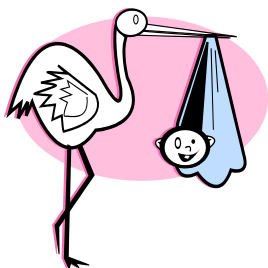
**PLEASE PLAN AHEAD AND ALLOW 2-3 WORKING DAYS FOR US TO COMPLETE THE PROCESS SAFELY.**

Alternatively, you may make arrangements for your local Pharmacy to collect the completed script from the Practice.



## Hampshire Health Record

The Hampshire Health Record (HHR) is a local combined electronic health record. It brings together information in your health records from different parts of the **NHS in Hampshire**. As not all NHS computer systems are connected to each other, information about your care from one system may not be available to view on another. For this reason, the HHR was developed to take information from many of the health record systems within Hampshire and creates a combined health record about you. Further details are available via the Practice website, including details on how you may opt out.



Dr. Anna Sayeda and her husband are now the proud parents of a beautiful baby son. Anna is currently on maternity leave and her patients are being looked after by Dr. Elizabeth Martin. Dr. Sayeda will return to the Practice at the end of October.