



- new practice premises awaiting start date.

Special Patient Questionnaire available online and in waiting rooms.

- New practice premises development awaiting start date.
- NEW ONLINE APPOINTMENT BOOKING AND PRESCRIPTION ORDERING SOFTWARE.

- NEW ONLINE APPOINTMENT BOOKING AND PRESCRIPTION ORDERING SOFTWARE.

- o NEW call options when telephoning the practice.



New Practice Premises

You may have seen the article in the Hampshire Chronicle announcing that the Developers had reached agreement with London and Henley to purchase their property share in the city centre. This is expected to ease progress for the Council and their developers in progressing on the long awaited regeneration of the Silverhill area of the city – and the new G.P. practice premises.

Annual Patient Questionnaire

Thank you, again, to those who took the time to complete the annual patient questionnaire to provide us with very welcome feedback on the service we provide at St. Clements.



Feedback received has improved year on year. Patients are very satisfied with the quality of their consultations with the GPs, Nurse Practitioners and Practice Nurse team

Repeat Prescriptions



We receive requests for between 300 – 350 routine repeat prescriptions daily and this number increases before Public or school holidays. **There is some evidence of over-ordering and waste and many £s of medicines are thrown away every year. Please only order what you need.**

You will appreciate that we cannot receive these requests 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 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.

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

PLEASE PLAN AHEAD AND ALLOW 2-3 WORKING DAYS FOR US TO COMPLETE THE PROCESS SAFELY. ALLOW 5 DAYS IF A PHARMACY IS COLLECTING ON YOUR BEHALF.

IMPROVING COMMUNICATION AT THE PRACTICE



We are constantly reviewing access and ease of communication for our patients and are in the process of introducing the following changes at the Practice:

1. **Incoming telephone call handling**

We are in the process of upgrading our telephone system so that patients can self select the department they need to speak to. Callers will be offered a menu of 4 choices when telephoning the practice by means of pressing a number on their telephones:-

1. To book or change an appointment, including a telephone consultation
2. To speak to a Medical Secretary regarding a referral which a GP has made
3. To ask about a prescription – this is NOT to request a prescription (see above)
4. To speak to a member of staff about any other matter.

We believe this will enable patients, more quickly, to speak to the person they need for each of these processes.

2. **Online prescription ordering and online appointment booking**

The Practice has purchased an upgrade to our online prescription ordering service and also added the ability for patients to book an appointment with a doctor or certain other clinics, via our website.

We require patients to register for access to this service using the form available either at the front desk or online. However, we do require patients to attend the practice with the form and some photo identification, e.g. a passport or photo driving licence. Please register NOW for both of these facilities.

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.