

Salisbury Times



PATIENT QUESTIONNAIRE

Following a Government directive, the Patient Group has prepared a questionnaire about various aspects of the surgery. Copies are available in the surgery and we would encourage all patients to complete one as soon as possible.

The closing date is 1st March 2012.

The questionnaire is also available on the surgery website www.alexanderhousesurgery.com clicking on "Take the patient survey", or through the new Facebook page.

Car Parking Update

As you will have seen, Rushmoor Borough Council have now installed Pay & Display machines in the corner car park. The layout has changed slightly from the initial proposals and whilst not providing as many spaces as initially thought, we have noticed there is now always space to park.

It is not yet clear whether the Council intends providing additional disabled parking bays, or where their location will be. This is however an important issue and one which both the surgery and patient group are pursuing. We hope to have a definitive answer for our next issue.

Self check-in

The receptionists have asked us to encourage all patients to use the self check-in machine. This saves patients from having to queue for a receptionist, whilst allowing them to deal with other issues (repeat prescriptions, making appointments, etc)



It has been noted that some patients are entering two digits for their day of birth, rather than clicking the appropriate number, e.g. 1 & 9 rather than 19. This causes a failure with self check-in, resulting in the system cancelling the process, necessitating the user having to restart or queue at reception for manual check-in.

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Useful telephone numbers

Surgery
01252 541155

NHS Direct
0845 4647

Health visitors
01252 583040

District nurses
01252 335598

Midwives
01276 604241

Frimley Park Hospital
01276 604604

NHS Dental Helpline
08450 508345

Social Services
01252 314221

Citizens Advice Bureau
0845 120 3752

Out of Hours Service
0118 936 5649

**PLEASE HELP YOUR NHS TO
SAVE MONEY**

Wasted Medicines

As a practice, we have been allocated a budget to cover the costs of prescribing drugs to our patients.

To use this money as effectively as possible, we would ask you not to hoard or waste prescribed medicines.

When ordering repeat prescriptions please only tick those drugs that you need.

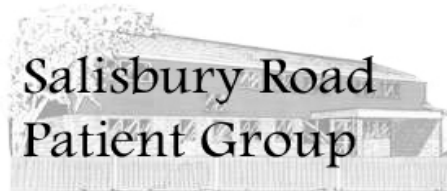
Missed Appointments

There is a significant cost to the surgery for every missed appointment.

If for any reason you are not able to keep your appointment, please contact the surgery as soon as possible as this will enable someone else to be seen.

During December & January, the number of missed appointments were:

GP - 121
Nurse & Phlebotomist - 174



The group has been established for over two years and meets voluntarily on a bi-monthly basis with a partner from the practice.

In order to enable more people to be involved with the PPG and to ensure a cross-section of patients who could not normally attend meetings are represented, a “virtual group” has now been established.

Opinions and comments are sought via email and members can raise any points/concerns for discussion at surgery meetings.

**If you would like to become involved with the “virtual patient group” please contact Martin James, Chairman:
martinjean.james@ntlworld.com**

The group enjoys a close working relationship with the partners and practice manager of the surgery and since its formation, has been involved in various improvements to the surgery.

More recently, members of the group have been involved in lengthy discussions with Rushmoor Borough Council regarding the new parking plans.

NEW COMPUTER SYSTEM—UPDATE

Unfortunately we have not been able to implement our new computer system due to technical and staffing difficulties with the system supplier.

We have been assured that we will be given top priority and are hopeful that the new system will be functional by Summer 2012

IN THE COMING MONTHS,
PLEASE BE AWARE OF ANY
ELDERLY OR INFIRM
NEIGHBOURS WHO MAY
WELCOME SOME PRACTICAL
HELP.

This newsletter has been produced by the Salisbury Road Patient Group on behalf of the Surgery.

The surgery now has a Facebook page:

[www.facebook.com/
alexanderhousesurgery](http://www.facebook.com/alexanderhousesurgery)

