

- Contributing to the continuous improvement of services

- Fostering improved communication between the practice and its patients

- Helping patients take more responsibility for their health

- Providing practical support & help to implement change

Follow the Footsteps to Good Health!

How much have you moved today?

Fitting some physical activity into your day is easier than you think.

Being active is really good for your body, mind and health – and there are lots of easy ways you and your family can get moving!



Patient Suggestion Box

'Your suggestions answered'

1. **Calling/TV Screen in waiting area** – many have commented that the existing tannoy calling system is inadequate especially for those who are hard of hearing. The surgery is currently in the process of securing funding and will be installing a TV calling screen this year.
2. **Water dispenser in waiting area** – the surgery acknowledges the suggestion but they are unable to action this currently. However, on request at reception, patients will be provided with water from a dispenser located behind the desk.
3. **Background music in waiting area** – some of you have commented that having music can make people feel relaxed and calm while waiting for their appointment and improve privacy at the reception desk between patient and receptionist. The surgery confirm that they will definitely be implementing this as a priority after the calling/TV screen has been installed.
4. **Magazines in waiting area** – the surgery is aware of patient requests and, as a means of infection control together with health and hygiene, it has been decided not to make magazines available in the waiting area. With the installation of the calling/TV screen, patients will be able to read information displayed about key health messages.
5. **Appointment access outside of core surgery hours** – Rushcliffe residents now benefit from additional GP appointments in the evening and at weekends as part of a new 7-day primary care service. For more information see the article on page 2 of this newsletter.
6. **Telephones need to be answered quickly** – the surgery has reviewed the staffing structure and decided to expand their reception and administration team. Four new team members joined the surgery in the period June to September 2016. Induction training is proceeding well. Patient feedback to date suggests that the telephone answering has improved. Patients have commented on the friendly and efficient service that the new staff is giving.
7. **Notice of waiting times to see doctors and nurses** – when the calling/TV screen is finally installed patients will be notified automatically of waiting times. The surgery is looking to see if the booking screen can convey this information too. In addition, Doctors and Nurses will notify the receptionists if they are running late; they, in turn, will inform patients in the waiting area. At present, if patients have been waiting for more than 15 minutes beyond their appointment time, there are notices in the waiting area requesting that they let the reception desk know.
8. **Name badges for receptionist staff** – there are plans to have name badges for the staff in the surgery – watch this space!

Practice News



The NHS non-emergency number

NHS choices

Benefits for your body



As well as lowering your risk of developing serious health problems such as heart disease and type 2 diabetes, being active helps keep your heart healthy, keeps your muscles, bones and joints strong and can help improve your balance.



Radcliffe-on-Trent GPs are now offering electronic prescriptions to their patients

R-o-T Health Centre patients can benefit from a free NHS service. It reduces the need to visit the surgery to collect a prescription.

The Electronic Prescription Service (EPS) is being introduced here in Radcliffe-on-Trent.

It means that a patient may choose that their prescriptions be sent securely and electronically to the pharmacy or dispensing appliance contractor of their choice.

Benefits to patients include:

- You choose the pharmacy convenient to you. One near work, home or the weekly shop.
- No trips to the Surgery just to collect prescriptions. This will help those who receive repeat prescriptions.
- Less waiting at the pharmacy. Prescriptions will be prepared in advance.

Patients wishing to use EPS should talk to the pharmacy or dispensing appliance contractor (DAC) that they wish to use. If you have already setup a repeat prescription request with your pharmacist (this includes both pharmacies in Radcliffe on Trent) they will now get electronic prescriptions on your behalf, you don't have to do anything.

Those wishing to continue with paper prescriptions don't need to do a thing. Your GP will still issue your prescription as before

Why move more?

There are lots of reasons to be more active. Moving more is good for your body and mind, helps stop you getting serious health problems and it can help you sleep better.

Just a few small changes can make a big difference to your life and how you feel.



EXTENDED GP EVENING AND WEEKEND OPENING HOURS

Did you know that, as Rushcliffe patients, you will benefit from additional GP appointments? These appointments will be available in the evenings and at weekends.

You can now book through the Radcliffe surgery during opening hours for appointments between 6.30pm and 8pm in the evening on weekdays and between 8.30am and 12.30pm at weekends. If you request one of these appointments, which are outside of normal working hours, you will be offered a slot with a Rushcliffe GP, Nurse or Healthcare Assistant at one of four locations across the borough. The location will depend on the day of your appointment.

The additional evening and weekend appointments will be available at:

- Castle Healthcare Practice in West Bridgford
- East Bridgford Medical Centre
- Gamston Medical Practice
- Keyworth Medical Practice

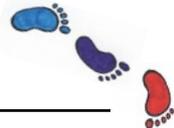
You will be asked to complete a brief feedback form following an extended hours appointment. We would encourage all patients to complete this if they use the service to allow improvements to be made.

PLEASE NOTE THAT ALL EXTENDED HOURS APPOINTMENTS ARE PREBOOKABLE ONLY BY CONTACTING YOUR OWN GP PRACTICE. THERE IS NO WALK IN SERVICE OFFERED.

REMEMBER: IF YOU REQUIRE URGENT ASSISTANCE BEFORE 8AM OR AFTER 6.30PM, PLEASE CALL 111



Try going for a brisk walk – keep up the pace for 10 continuous minutes and it counts as exercise!



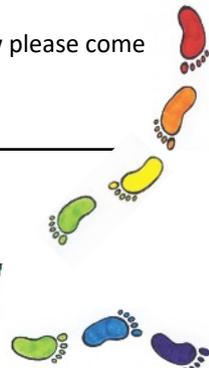
‘Move and Mingle’ has started in Radcliffe

Would you like to become more active? Radcliffe’s ‘Move & Mingle’ free weekly walk may be just what you have been looking for. They meet at The Grange every Thursday morning for a gentle-paced sociable walk around the village lasting a maximum of one hour and ending with a coffee break at St Mary’s Church Hall. The walks are particularly suited to walkers who are looking to improve their level of activity, recovering/convalescing after illness, or whose health would benefit from increasing activity.

This friendly local walk is part of the wider ‘Rushcliffe Move and Mingle’ scheme accredited by the national Walking For Health organisation. Walks in Rushcliffe Country Park, Cotgrave Country Park and West Bridgford have been established for several years; the Radcliffe walk is a relatively new addition to the programme. Walks are led by insured, trained and qualified leaders (all local volunteers) and are adapted to suit your level of fitness.

There’s no need to book in advance; just go along any Thursday morning. The walk starts at 10.30am; if you’re new please come about 10 minutes early so they can put you on the walk register.

Take the stairs whenever you can and go on a brisk walk to the shops instead of driving.



WE HAVE VACANCIES FOR TWO NEW MEMBERS

The Radcliffe Surgery Forum (RSF) is looking for two new members to join the existing group which has been supporting the surgery since 2010.

We meet one afternoon a month for a couple of hours, usually at the Surgery.

As we would like the Forum to be representative of the Radcliffe community we particularly invite applicants who are young parents or young people who would like to inform and influence Practice decisions.

If volunteering to become an RSF committee member is not for you, then there are other ways for you to get involved & have your say by becoming an online member of the health centre’s Virtual Patient Representation Group which can be found using the following web-link:

<http://www.radcliffeontrenthealthcentre.co.uk/ppg.aspx>



In addition, you can join the Radcliffe Surgery Forum Facebook group using the following web-link:

<https://www.facebook.com/groups/1771944816360106/>

For more information or to register your interest please contact the Chair:

Kamaljeet Pentreath by email: kam.pentreath@krumbs-aha.co.uk

The Role of the RSF

- To seek **feedback from patients** to inform and influence Practice decision making, ensuring **services are responsive and continuously improved on.**
- Encourage and support the **Practice to communicate with their patients** providing information about **health and wellbeing** issues, local **support services** and the promotion of **self-care.**
- Support the Practice in helping patients to become more **informed about their health care options**, thus supporting **shared decision making.**
- Support Rushcliffe Clinical Commissioning Group to gain **feedback on the service of primary and secondary healthcare** and **social care** to inform future decisions.

Did you know?

Even a brisk walk of 30 minutes a day can reduce your chances of getting diabetes or cancer.

Register for on-line services

Increasingly we are using on-line services. On-line services are also provided by your local Health Centre. 25% of patients have already registered to use these services and the practice is looking to raise this to greater than 40%!

You can use the system to book non-urgent GP appointments. This has increased gradually over the last few months. Over 110 appointments were made in March by people using their computer or smartphone. The system also allows you to request repeat prescriptions and view your medical records from the comfort of your own home - all without the hassle of phoning or visiting the surgery!

If you wish to make use of this service, information about registering and a clear explanation of how to set up and use the system is available from the receptionist at the surgery. A security check to ensure your privacy will need to be done. You will be required to present proof of identity (normally a passport or driver's licence) together with your full address.

If you are a parent or guardian you can also register to manage repeat prescriptions and appointments for your child.



The screenshot shows the 'systemonline' logo at the top. Below it is a 'Login' section with the text: 'If you already have a username and password, enter them here. If you do not have a username and password, contact your practice to register for SystemOnline.' There are input fields for 'Username' and 'Password', and a 'Login' button. Below the login section is a link: 'I've forgotten my password'. At the bottom is a 'Link Account' section with the text: 'If you have been given an account ID and linkage information by your practice, you can sign up below.' and a 'Sign up' link.

These services can then be easily accessed through links on the Health Centre website. Clearly, since there is confidential information included, your account is protected by a password. This will be provided at the time of registering. The first time you use the system you will be asked to change it to something that suits you. There are full instructions given of how to achieve this.

Enjoy life now and tomorrow

Being active slows the natural breakdown of your bones and muscles, and helps you maintain a healthy weight and good circulation. It also helps maintain your brain.

Being active helps keep you healthy and prevents health conditions that can hold you back – so you can make the most of every day now and in the future.