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THE THREE C'S

Here at Greyfriars we are able to offer:

Contraception – all methods are available, including LARC (Long Acting Reversible) with our Contraception and Sexual Health Nurse and Doctor

Chlamydia testing

Condoms (aged 15-24)

We also offer:

C-Card registration and collection

CHIV testing

If you would like to discuss anything regarding sexual health and family planning, please book an appointment with our Practice Nurse Fiona.

THE GREYFRIARS GAZETTE

Welcome to our fourth newsletter. This edition we focus on Greyfriars Mission Statement:

“Treat patients as we would wish to be treated ourselves.”

This issue includes information about:

- Our Electronic Prescription Service*** – this is a service that we launched earlier this year which allows your medication to be sent electronically to your nominated pharmacy without the need for you to pick up your paper prescription from surgery.
- Online access*** – you can now order prescriptions and book appointments online without having to call the surgery.
- Updates to the Doctors' contracts*** – these include introducing a named, accountable GP for all patients aged 75 years and over.
- The patient voice*** – all the ways for you to have your say on your local health services.

Thank you for your continued support.

BREAST SCREENING

Did you know that only 70% of women attend their NHS Breast Screening mammograms? Here at Greyfriars, we would like to increase this statistic. Ladies aged between 50-70 years old and registered at Greyfriars Surgery will be sent an invitation to attend their mammogram this year.

Mammograms can be used to check for breast cancer in ladies who have found a lump or someone who does not display any symptoms at all. This means the cancer can be caught at a very early stage.

Breast Cancer is the most common cancer in the UK with about 48,000 women diagnosed every year. If you are aged 50 or over and think you are due for your mammogram please let us know.

ELECTRONIC PRESCRIPTION SERVICE

On the 25th February, Greyfriars Surgery launched a new service. The Electronic Prescription Service (EPS) will change the way we send your prescription to the pharmacy you use. EPS means that instead of coming into surgery to collect your repeat prescription, we will send it electronically to the pharmacy of your choice.

As well as using less paper, EPS will also save you time as instead of coming to the surgery to collect your paper prescription, taking it round to the pharmacy and waiting for it to be dispensed, you can go straight to the pharmacy and your medication will be ready for you.

To sign up to EPS, you need to first 'nominate' a pharmacy that you would like to use. You can only nominate one pharmacy to deal with your electronic prescriptions. You can do this either here in the surgery or at your chosen pharmacy.

If you would like to know more about this service, please visit our website or ask a member of staff for a leaflet and a nomination form.

ONLINE ACCESS

Following the Patient Survey 2013/14, one main area of patient concern was the difficulty of getting through on the phone lines. One of the ways we have tried to overcome this issue is by updating our online services for booking appointments and ordering prescriptions.

If you have a computer at home and would like to be able to order your prescriptions or book appointments online, then:

- 1) Ask a member of reception for your personalized registration details.
- 2) Log onto our website www.greyfriarssurgeryboston.co.uk
- 3) Scroll down to 'book appointments' or 'order prescriptions'
- 4) Enter the log in details provided by reception.

Please ask a member of reception if you have any questions.

REMINDERS

If you are female, aged between 25-64 years and haven't yet booked in for your smear after receiving a letter from us, please pop down to reception or call us and make your appointment with one of our nurses. If you do not wish to have your smear you still need to let the surgery know.

Please let the surgery know if any of your details change including address, mobile phone numbers etc. This will ensure that we can get hold of you quickly if we need to.

We have had great success with our free text messaging service; if you would like to sign up to be reminded of your appointments with a text message, please ask for a leaflet at reception.

You may have noticed that the toilets in both waiting rooms are locked due to a Health and Safety matter. If you wish to use the toilet, please alert a member of staff straight away and they will unlock the door for you. We apologise for the inconvenience.

THE PATIENT VOICE

On April 1st this year, Healthwatch Lincolnshire was formed, set up by the Government to give everyone a chance to 'speak up' about their local health and care services.

Healthwatch have a direct link to the Care Quality Commission (CQC) and invite patients to raise comments about any health and social care service. They work closely with local organisations and listen to your views, looking at how services can be differently funded or improved.

Alternatively, if you have any views as to how our services can be improved within Greyfriars, then why not drop a suggestion in the box on Reception, or join our Patient Reference Group and let us know how we can develop the services on offer to you.

GOVERNMENT CHANGES TO THE DOCTORS CONTRACT

The proposed changes to the National Doctors contract came into effect in surgery on April 1st this year. The key things we must have in place are as follows:

- A named Doctor for all registered patients aged 75 years and over; if you would like to discuss this further, please speak with a receptionist or any of the Doctors and Nurses who you may see.
- A direct and dedicated phone number for A&E, Nursing and Residential homes and the Ambulance service to contact a GP in urgent situations.
- A register of our most vulnerable patients who may be at risk of unnecessary admission to hospital, so we can help them stay in a more suitable place.