

## **FERRY ROAD HEALTH CENTRE PATIENT GROUP NEWSLETTER JULY 2021**

We understand just how difficult the Covid pandemic has made it for many patients at Ferry Road and the Patient Group would like to start by thanking the wonderful Doctors and Staff and the wider NHS who have done everything possible to manage the situation during this unprecedented time. There have been many acts of human generosity which we will never know about but we appreciate every one of them.

The Patient Participation Group (PPG) recently had a meeting with the Practice Manager who updated us on several facts (many of which can be found on the Surgery website( <https://www.ferryroadhealthcentre.net/>) regarding the current position with the Surgery's services which we share with you below:

A high rate of success in the shortest time has been achieved by Surgery staff in getting Patients vaccinated. Some spent long periods making out-of-hours calls to contact as many as possible resulting in a very high take-up. We are very thankful.

The newly installed telephone system has resulted in an improved morning experience for many Patients – it relays where you are in the queue. Triaging, the process by which the patient's needs are initially assessed by a medical practitioner, will mean that they can then be given the appropriate type of consultation. The Surgery Team appreciate how difficult and frustrating the past 18 months have been but they would like to remind patients that the Practice has a zero tolerance to rude and aggressive behaviour towards staff.

The Surgery confirmed that it continues its ongoing service of reminding Patients about when their next blood test or review is due so that they can make their appointment. Please note that receptionists cannot now directly book Patients for face-to-face appointments with the GP.

Over the coming weeks the Surgery will be changing how patients access Reception and Dispensary areas. Notices will be displayed and the PPG will be on hand to guide you. Please keep to Social Distancing to maintain Patient Safety and Confidentiality. Please always remember your face-mask unless you have a disability or condition which restricts this and if so, please let the surgery know ahead of your arrival.

Some patients will no doubt be glad to hear that they are still able to obtain all the services the surgery offers without the need for owning or using smart phones, iPads or computers. It will continue to be possible to speak to reception either by phone or in person, and they will then deal with your request appropriately.

However, as with so much else these days, digital technology is now widely used in every aspect of patient care. Many of you will already be using it for:

- Accessing the Surgery website at: <https://www.ferryroadhealthcentre.net/> where you should find the answers to many of your questions
- Using the digital tools found on the website,
- making appointments,
- ordering repeat prescriptions
- checking on test results
- using eConnect for setting up video calls
- and perhaps most importantly telling you how to access the NHS App.

### **The NHS APP**

This is now being used nationwide as the recommended way forward for all things connected with patient care and your GP.

It enables you to:

- make appointments, order repeat prescriptions and check test results
- get your Covid Pass
- get advice about Coronavirus

and more.

Details of how to find this, and help with setting it up can be found on:

<https://www.nhs.uk/apps-library/nhs-app/>

<https://digital.nhs.uk/services/nhs-login/nhs-login-for-health-and-care/getting-patients-started-with-nhs-login>

From 21<sup>st</sup> June 2021, the Government have decreed that anyone planning to travel abroad will need their Covid Pass. All this is explained on the Surgery website. Note that there is an alternative paper Covid Pass which you get through the surgery.

If the Surgery opens fully prior to the last Friday in September the Patient Group hope to run their very popular Macmillan Coffee Morning as the charity is desperately in need of our support as so little fund-raising has been possible this year – we will keep you posted!

*We hope that this newsletter has been of help to Patients as helping patients by two-way communication with the Practice is what the Patient Group is about. We are always looking for new recruits and so if interested we would very much like to hear from you - Please contact us on 01797 226245 or leave your details at the Surgery.*