



A blue banner for NHS GP online services. On the left is a yellow icon of a computer mouse. To the right, the text reads "NHS GP online services Quick, easy and secure". Below this, a list of services is provided: "• Book GP appointments", "• Order repeat prescriptions", and "• Access your GP records".

Online and Mobile Services

More of our patients are experiencing the convenience of our online services. Our PPG has had a campaign to improve our uptake from 10% in September and we are happy to report that we have around 20% of patients using our online services. 350 of these patients are using the myGP app on their smartphones, allowing them to manage their appointments from their phone.

Our aim is to make our patients the centre of our care model. They should be able to manage their care, choose the best services for them and have access to their records and information to help them best plan their care with healthcare workers, social services, and community care organisations.

Online access removes the need to wait for the surgery to be open for appointment booking or submitting repeat prescriptions, looking at the medical record or trying to find information about your medication or illnesses. The service is available 24 hours a day and 7 days a week. Appointments can be viewed and booked up to 2 weeks in advance and repeat prescriptions can be ordered and checked to see when they have been signed.

The majority of patients that have changed to the online services have said they really appreciate it and it has made an improvement to their appointment booking experience. They no longer wait on the phone or in a queue waiting for the reception staff, rather they can book directly and know that they have the appointment. Most of our online bookings occur when the surgery is closed or in the early morning.

An advertisement for the myGP app. The top half features a smartphone displaying the app's interface with options like "Book Appointment", "Booked appointments", "Dr James", "Prescription Medication", "My Prescriptions", "Medication Reminders", and "Add New Reminder". Below the phone, a red banner reads "Booking NHS GP appointments is faster & easier with the free myGP app". At the bottom, three steps are listed: "Get started with your mobile number & date of birth", "Add your family to book appointments for them", and "Set-up medication reminders and view your trends". Logos for the App Store and Google Play are also present.

We would advise our patients to try the online services and see if it helps them better manage their appointments and repeat prescription ordering.

To use Patient Access, please see reception to get a PIN document to allow you access. You will need to follow the instruction on this document to create your online account.

Alternatively, you can download the myGP app from the App store.

Patient Surveys

Thank you to all our patients that have completed a patient survey and let us know of their experiences. The results are published on our website and discussed with our Patient Participation Group.

You can complete a survey at the practice or submit one online at our website: www.faccinihouse.com

FACCINI HOUSE SURGERY PATIENT NEWSLETTER

DECEMBER 2018 (PLEASE TAKE ONE)



DEMENTIA AWARENESS MEETING

Dementia doesn't care who you are; it could affect us all. Because public understanding is so poor, people with dementia often feel – and are – misunderstood, marginalised and isolated. And that means that they're less likely to be able to live independently in their own communities.

We urgently need to create a climate of kindness and understanding, so that everyone affected by dementia feels part of, not apart from, society.

We are holding a Dementia Awareness Meeting at the Practice at 10am on Thursday 3rd January 2019. All patients, family members and carers that are interested in Dementia and looking after people with Dementia are welcome. A Dementia Champion will be hosting the meeting and anyone interested in becoming a Dementia Friend is welcome to attend.



GP WAITING TIMES



The average GP Appointment time in England is around 14 days. There are many reasons for this, some being that we have a greater need due to an aging population or people using the GP for minor issues that could be dealt with through self-care or the pharmacy, another reason could be that there are an increasing number of GP Surgery's closing; over 700 have closed in England in the past 5 years, meaning that more patients are having to register with the remaining practices.

Our surveys and patient feedback identified that some of our patients stated they were having difficulty in getting appointments, we have analysed our appointment availability over the past year, made some changes and would like to present the following information for our patients.

This table shows amount of time in days between an appointment and the day it was booked.

	2018											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Booked Time to Slot Time												
<= 1 day	45%	46%	46%	48%	44%	48%	42%	45%	41%	44%	43%	44%
> 1 and < 5 days	13%	7%	7%	9%	7%	12%	15%	26%	20%	25%	24%	15%
> 5 and < 10 days	27%	23%	15%	8%	21%	18%	22%	14%	18%	17%	19%	19%
> 10 days	15%	24%	32%	35%	28%	22%	20%	15%	22%	15%	15%	22%

We provide over 2800 appointments per month with 78% being seen in less than 10 days. We offer appointments that can be booked up to 4 weeks in advance for our patients that wish to plan their appointments. We have telephone appointments with an emergency clinician available on the day and 40% of face to face appointments are bookable on the day. Our appointments are available online and we would advise our patients to try the service.

We also have **GP and Nurse appointments at 2 hub locations in Sutton**, they are available up to 8pm on weekdays and 8am to 8pm on weekends. We would advise our patients to use the hub services when the surgery is closed; it is a face/face consultation. Patients can also use the **NHS111** service when the surgery is closed to get advice or help if needed. There are many services available to help our patients and they do not need to wait until the surgery is open to access help. Please use all the services we offer to help meet your healthcare needs.

We would like to thank all our patients and PPG Members who have helped give their feedback and suggestions through meeting with us and the patient survey. Please continue to help us design services to meet your needs by giving feedback and meeting with us. Please consider becoming a PPG member and making a difference to local healthcare. See reception for further information.