



Newsletter

JUNE 2015

DRHC Are pleased to announce that GFMC, our sister practice in Bilborough, is **top of the list** of all surgeries in Nottingham in a recent patient satisfaction survey by NHS England.

We are very proud of their achievement and the Nottingham Post printed an article on Wed, 20th May 2015.

The NHS patient survey results showed that 91 per cent of patients at GFMC would recommend the surgery and 99 per cent said staff were particularly helpful. A total of 60 surgeries across the city were assessed with over 5,862 patients filling

"Grange Farm Medical Centre Best Surgery in Nottingham"



Dr Ed Tyrell at Grange Farm M.C.

in the online forms about their experiences.

A total of 96 per cent of patients recognised the appointment system as being convenient and 99 per cent said their last appointment was good.

Three members of the patient group kindly gave their time and good opinion to the Nottm Post about their own

experiences and the success of GFMC. We would like to thank them and all of our patients very much for their help and complimentary comments.

We believe that having two great teams and the support of each practice working together creates good working practices and better healthcare for the benefit of all patients.

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News Flash!

NEW TELEPHONE NUMBER FOR DRHC
0115 8965 001
 From 3rd July 2015

DRHC Patient Group Seeks New Members

Are you interested in joining our patient group here at DRHC?

The group meet informally 2 to 3 times per year and are always looking for new members.

We are always looking at ways to improve patient services and the patient experience and welcome the involvement of patients.

You do not have to attend meetings, we also welcome virtual members! If you are interested or want to know more, please give your details to reception.



NEXT MEETING
MONDAY, 14TH
SEPTEMBER 5-6PM

RECEPTIONIST VACANCY

Grange Farm Medical Centre are currently advertising for a new Receptionist to start with immediate effect.

The position is part-time, 25 hours per week, Monday AM, Wed all day with rota to 8pm and all day Friday. It's a fixed term contract to September 2016.

Applicants must be comfortable in dealing with a diverse range of people face to face and over the

'phone. Good office administration skills are also a must, as is the ability to work flexibly as part of the practice team. If you have worked as a receptionist before in a healthcare environment and have experience of using SystmOne, all the better!

Anyone who is interested in applying for the position should submit a cv with covering letter or complete an application

form. You can find more details on the GFMC website: www.gfmc.org.uk



*Receptionist Vacancy at
Grange Farm MC*



Staff Additions

We welcome to the practice three new nursing staff.

Diane MacGowan is now triaging as part of a job-share with Jakki Moon. Diane is also able to prescribe medication just as Jakki has been doing for DRHC patients and will assist with triaging telephone calls and patients requests for appointments.

It is with sadness that Nurse Chelsie left us for a new position nearer her home but we are happy to have Tracy take her place and join the team.

We will also be welcoming Caroline to the nursing team very soon. This is a new role for Caroline and so she will be shadowing the nurses whilst training for her position.

NEW TELEPHONE NUMBER

**FROM
Monday, 3rd July 2015**

0115 8965 001



PAPER PRESCRIPTION TO STOP

This NHS scheme is gradually being introduced to GP practices across England and we are starting the scheme **September this year.**

We hope that this will help improve our prescribing service to patients.



How does it work?

If you collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically

to the pharmacy of your choice, **saving you time.**

The prescription is an electronic message so there is **no paper prescription to lose.**

The system reduces prescription fraud and duplicate dispensing.

You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop.** Or you can choose an online pharmacy, who will deliver your medication.

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips.**

You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

Prescriptions will still take 48 hours to be processed and sent to your nominated pharmacy.

What do you have to do now?

You need to decide who your nominated pharmacy is, once you have made that decision, inform the pharmacy of your choice and they can add this to your electronic prescribing record. This will ensure that once we go live in September, we will know where to send your electronic prescription. We are not affiliated with any particular pharmacy.

It's as simple as that!



DERBY ROAD
HEALTH CENTRE

336 Derby Road, Lenton
Nottingham NG7 2DW
0115 837 7987

(New from 3rd July 2015—
0115 8965 001)

***“Tell your
pharmacy now”***

www.drhc.org.uk

ncccg.contact-drhc@nhs.net



NEW EXTENSION COMING SOON

We are pleased to announce that there are going to be three new, much needed, treatment rooms added to the rear of the building here at DRHC.

Building works will be starting in the summer.

Work is scheduled to commence in July and the staff and patient car parks will be effected.

The builders will be utilizing the staff car park, which may in turn effect the spaces in the patient car park, so we please ask all patients to bare with us during the construction.



Building works should last around three months and the parking will be back to normal afterwards.

The introduction of three new clinical rooms means that we have been able to employ additional nurses and this in turn should improve appointment availability and healthcare services to patients.