

# JULY 2015

## Newsletter



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## NEW EXTENSION

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 on 10th August 2015 and unfortunately 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.



### News Flash!

**"Grange Farm Medical Centre Best Surgery in Nottingham"**

**NEW TELEPHONE NUMBER**

**FROM  
Monday, 3rd July 2015**

**0115 8965 001**



## "Grange Farm Medical Centre Best Surgery in Nottingham"

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 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.



*Dr Ed Tyrell at Grange  
Farm M.C.*

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.

## 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**



# NEW RECEPTIONISTS



*Receptionist at  
GFMC & DRHC*

We are pleased to announce that there are two new receptionist starting very soon at both Grange Farm Medical Centre and Derby Road Health Centre

We hope that our patients will be patient while we train the new staff.

## Staff Leaving

It is with sadness that we will be saying goodbye to **Dr Morar** and also **Jakki Moon**, our nurse practitioner and **Karen Brown**, our receptionist here at DRHC.

However, we wish them all well in their future endeavours.

Dr Morar will be

leaving the practice on 4th August 2015 but you may well see him again as he maybe doing some locum work for us in the future.

We would like to reassure our patients that we shall continue to provide them with the very best healthcare.



**NEW TELEPHONE NUMBER**

**FROM  
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**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 must continue to request your repeat prescriptions in the usual way.

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”*

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[ncccg.contact-drhc@nhs.net](mailto:ncccg.contact-drhc@nhs.net)