



Portsdown Group Practice

PATIENT NEWSLETTER November

eConsult

Portsdown Group Practice is pleased to announce the launch of their innovative eConsult service. This can be found via our website at www.portsdowngrouppractice.co.uk. Our eConsult service allows patients to request advice and treatment from our Practice online and provide self-help advice for hundreds of common conditions. eConsult is available 24 hours a day, providing patients with better access. Patients can check their symptoms anytime, anywhere, and receive on the spot medical advice and treatment guidance.



Patient Surveys.

Just a reminder that the new Patient Surveys will be coming out in January and we will be focusing on new models of care. Please get your thinking caps in readiness for supporting your Practice in the New Year. The surveys will be sent electronically to those signed up to the Patient Participation Group or can be found on the Practice website.

Learning Disability Friendly Award

Portsdown Group Practice has become an accredited Learning Disability (LD) Friendly Practice, one of only a handful of GP Practices in the City to gain this accolade.

This accreditation recognises Portsdown Group Practice's awareness of the needs of people with a learning disability, and its ability to adjust the care and services it provides accordingly.

One of the main criteria is ensuring that people with a learning disability are offered an annual health check because this cohort of patients often experience poorer health, have more complex health needs, are less aware of illness and require additional support to maintain good health. Portsdown Group Practice has achieved higher than the National average for completion of annual health checks for this cohort of patients. We also have a dedicated Learning Disability Lead Nurse who ensures that patients with a learning disability are offered appropriate appointments, annual health checks, health action plans and enough time to process the information provided, using the most appropriate form of communication for the individual patient, adapted to meet their specific needs.

Julie Chapman, Clinical Leader Health Facilitation, Integrated Learning Disability Service, Portsmouth said

"I am delighted that Portsdown Group Practice has achieved the Learning Disability Friendly Practice status. Part of this work involved undertaking annual health checks for people with a learning disability. Portsdown Group achieved 82% of these checks in the year 2017-2018. The national target is 75% by 2019-2020. Thank you to all the staff for providing these reasonable adjustments and enhancing the service provided for this patient group".

Friends and Family Test (FFT)



We are all working hard and below are some of the positive comments from our patients:

“Dr went the extra mile to help me; he truly is one great doctor thank you for all your help”

“Dr is always very good and I had two jabs and couldn’t feel a thing”

“Everyone is friendly and helpful; really have no complaints or issues. I can’t recommend any improvements either!”

“Nurse was very pleasant and made me feel very comfortable”

“Ladies at the desk are always helpful”

“Polite reception staff, professional, competent medical staff, efficient self-check in system upon arrival and on time appointment”

“Dr is always compassionate, helpful kind and professional. The team and receptionists are always kind”

We are always very glad to hear your feedback.



DID YOU ALSO KNOW?

The Portsdown Group Practice website can be found at:

www.portsdowngrouppractice.co.uk

We offer a range of online patient access services including the option to make appointments and request a repeat prescription.

You can register with our service by going in to your local Portsdown Group Practice surgery and completing the registration form. You will need to provide a form of photo identification such as driver’s license or passport. You will then be provided with a username and password.



SEASONAL FLU VACCINATIONS

If you are aged 65 or over, or have a chronic condition such as asthma, diabetes, COPD, heart disease, renal failure, liver disease, a history of TIA/stroke, or any condition which affects your immune system (including pregnancy), then you are entitled to a yearly flu vaccination.

We currently offer a walk in and wait service for our patients who are eligible. Children between the ages of 2 to 4 years old are also eligible for a nasal flu vaccine (this is given via a nasal spray so no needles involved!) and it is a quick and effective way of covering young children from influenza.

PLEASE NOTE

Our Christmas and New Year opening times are as follows:

Monday 24 th December	0800 – 1830
Tuesday 25 th December	Closed –Merry Christmas
Wednesday 26 th December	Closed
Thursday 27 th December	0800 – 1830 Kingston Crescent and Cosham Park Surgeries Open
Friday 28 th December	0800 – 1830 Kingston Crescent and Cosham Park Surgeries Open

Heyward Road, Somerstown, Crookhorn and Paulsgrove Surgeries will be closed on Thursday 25th and Friday 26th but prescriptions will still be collected during these days. The call centre will still be taking calls for all 6 Surgeries and all appointments for all sites will be booked via Kingston and Cosham Surgeries for those 2 days.



Christmas and Bank Holidays are approaching

We would like to remind you that if you require a repeat prescription we need your request with at least **48 hours' notice. Please ensure that you take in to consideration that Christmas falls on a Tuesday this year.**

We CANNOT take requests for your repeat medication over the telephone. For any requests that are not routine please allow an extra day (72 hours) as these queries have to be added and checked before being issued.



111 is the NHS non-emergency number.

It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.

You can call 111 at any time but it is particularly useful when the surgery is closed as they can point you in the direction of local out-of-hours services (including emergency dentists).



Every month we have a large number of patients who fail to attend pre-booked appointments with our GP's and nurses. If you make an appointment and you decide you are no longer in need of it, please contact reception or our call centre team on 02392 009191 to cancel it in order that someone else can use it.

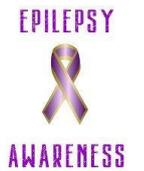
MISSED APPOINTMENTS between September – November 2018

2238 missed appointments

Please be mindful that our receptionists are here to help you at all times. We understand that you may be feeling ill or anxious and on a tight schedule but we assure you that our aim is to assist you as quickly and effectively as we possibly can. With that in mind, our staff should not be subjected to rude or aggressive behaviour from patients whilst trying to do their job to the best of their ability.



CHARITY INFORMATION
Between November 2017 – November 2018
Portsdown Group Practice have raised
£2615.05 for various charities



We would like to wish you all a very Merry Christmas and a happy and healthy New Year.