

MEDICAL PRACTICE

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MISSED APPOINTMENTS!

In June, **106** patients failed to attend their appointment!

It would significantly improve our appointment wait time if patients who need to cancel advise us. Cancellations can be made via telephone or responding to the text message we send out

Congratulations!

We would like to offer our congratulations to our doctors **Yemi Adeniji and Ruth Nesbit** on the birth of their daughters!

POLITE REMINDER

Can we ask all patients who change their mobile/telephone numbers to please inform us as soon as possible. Please also inform us of any change of address details. Thank you!



PATIENT ONLINE ACCESS

You can sign up to book appointments and order repeat prescriptions online. Please ask our reception team for details.

Having problems? In the first instance, visit <https://support.patientaccess.com/contact-support> OR email: support@patientaccess.com to get support from them directly.



Book appointments

Book face-to-face or online appointments with your GP name or selection at a time that suits you.



Order repeat prescriptions

Request repeat medication at your convenience, with automated delivery of your prescription to your preferred pharmacy.



View your medical record

Keep track of your medical record, including problems, test results, investigations and allergies.

Do you know about the eConsult service we offer?



Next time you need an appointment, you could save time by starting an online consultation/questionnaire which will get passed onto a doctor/clinician. You will receive a response from us within 24-48 hours, meaning you may not even need to come into the surgery. We will contact you via phone, text or email.

How it works:

- **Go to our website <https://www.bramblysgrange.co.uk/>**
- **Click on 'eConsult – Consult your GP online' located on the left-hand side of the website**
- **This will take you to a secure introduction for the consultation you would like to submit**
- **You will be asked the same questions a doctor would ask in a face to face appointment. A doctor/clinician will look at your answers and we will get back to you by the end of the next working day**

What happens next?

- **If the doctor thinks you need a prescription, it can be sent straight to your nominated local pharmacist**
- **If the doctor needs more information, we will get in touch to arrange the appropriate appointment to suit your needs**

Improved Access

Did you know appointments are available on weekday evenings and at weekends?

You can book an appointment with a GP or a nurse on weekday evenings from 18:30-20:00 on Monday, Tuesday and Friday and on Saturday mornings from 9.30-11.30

As well as the pre-bookable appointments now available Monday to Saturday, from October 2018, pre-bookable appointments will be available with a healthcare professional on Sunday mornings from 09:00 – 13:00 and on bank holidays. These appointments will be held at the North Hampshire Urgent Care premises on the Basingstoke and North Hampshire Hospital site.

The appointments are pre-bookable only, through the practice. To book you can either speak to a member of our reception team by popping into the practice or by calling the surgery on 01256 467778 during normal practice hours.

Remember you can always speak to a medical professional when the surgery is closed and it's not an emergency by dialling 111. The service is available from 6:30pm to 8am weekdays and all day at weekends and on bank holidays.

For more information on the 111 service from the NHS, please visit <https://111.nhs.uk>

Hospital Accident & Emergency departments should only be used with genuine life threatening emergencies



when it's less urgent than 999