

## Message to PPG members

Dear PPG Members

Sorry it's been a while since we've made contact through the newsletter – we hope you are enjoying your summer so far.

Following on from the last update, we trust you found the results of our patient survey and the action plan interesting. We were very pleased to receive such positive feedback from our patients, as the team work hard to deliver the best care they can. Feedback and suggestions on how the service can be improved are also appreciated and are being reviewed and worked on.

A reminder that these documents are available on our website which can be accessed through this link: [www.matlockroadsurgerybrighton.co.uk](http://www.matlockroadsurgerybrighton.co.uk)

Again, we welcome any comments about the website and how you think it could be improved - we would like to know if you find it easy to use and whether you are able to readily access the information you need.

### Online Access

We now offer Online Access which enables patients to order repeat prescriptions, make appointments with the doctors or nurse, and also view their Summary Care Record (details allergies, current medications etc). If you want this facility all you need to do is ask reception for a very simple form to complete and bring in some photo ID at the time of request (passport/driver's licence etc). You will need to read a short leaflet which contains some guidance for you. A log in and password will then be organised for you.

### Prescription Requests

If you need to order regular medication, you may want to ask your local pharmacy to help you manage your repeat requests. They can set you up on their system to order prescriptions from us at the appropriate time. We then prepare the prescription, send it back to the pharmacy and they will arrange for your medication to be available for you to collect from them. It is also possible to have them deliver if it is difficult for you to get to the pharmacy.

With the summer holidays in mind, if you need extra medication because you are going away, please make this clear to the staff (and on your repeat request) so that the doctors are aware. Our practice nurse, Lisa, can advise on and administer travel vaccinations. When packing for your holiday, don't forget to include all your medication.

### New FY2 Doctor

We will be having a new doctor working with us from August, who is an FY2. He is a qualified doctor who will have worked in a hospital and is assigned to a GP practice to find out how our systems work and to gain experience in general practice. Initially he will shadow the doctors but over time will run his own appointments.

### Family and Friends Feedback Cards

In our waiting room, you may have noticed a box with some cards on a table in the corner. This is the Friends and Family initiative. All GP surgeries in England should have one of these boxes so that patients can provide feedback in the waiting room. Responses are collected monthly and reported back to NHS England. The little green cards have a website address: [www.iwantgreatcare.org](http://www.iwantgreatcare.org) where you can leave comments about our surgery, or you can complete one of the larger white cards and leave it in the box. Please still continue to speak to any member of the team if you have feedback (good or bad) so that we can promptly act upon it.

### Capped List

We have been in discussions with NHS England about capping our list size at current levels as we feel we have reached capacity. This means that we are currently full and not registering new patients – we will be updating the NHS Choices page and our website when we begin taking new registrations. The closure of Goodwood Court Surgery (and the need for those patients to register at alternative surgeries) has had a big impact on us. We trust that this will ensure the continuation of high standards of care for all our patients.

We wish you all a very pleasant summer!

With best wishes

Sally Judges

Assistant Practice Manager

(on behalf of all the staff at Matlock Road surgery)

Rachel Sheehan

Practice Manager