



June 2015 Newsletter



ONLINE PATIENT ACCESS

Are you too busy to come to reception to book your appointment or order your prescription? Online Patient Access is a part of NHS changes that were implemented from last year as according to NHS website (2015) "Patients have been telling us that they are ready and want to take more control of their own health and wellbeing. Digital technology has the power to change the relationship between patients and their GP practice, just as it has changed our relationships in other walks of life, such as managing our finances or shopping. It can make services more convenient, personal and efficient".

With Patient Access, you can now access some of your GP services— book appointments and order repeat prescriptions, at home, work or on the move — wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

After setting up your account with our receptionist you can log in to the Patient Access section of our website www.amershamvale.co.uk, or download Patient Access App for your smartphone.

If you would like Patient Access please ask the reception staff for the details. You will be issued with a unique PIN number after **providing photo evidence of your identity**.

PHARMACY SERVICES

Pharmacy First Scheme—provides advice, treatment and medicines for common ailments from your local pharmacist. If you have any of the common ailments listed below, you can access the Pharmacy First scheme by visiting one of the pharmacies taking part in the scheme (**please ask our receptionist for the leaflet listing the local participating pharmacies**).

Common Ailments:

- Minor burns and scalds
- Conjunctivitis
- Earwax
- Teething
- Fever
- Threadworm
- Itching due to chicken pox
- Athlete's foot
- Cold sore
- Contact dermatitis
- Head lice
- Constipation
- Nappy rash
- Heartburn
- Diarrhoea
- Piles
- Hay fever
- Sore throat
- Cold and flu
- Headache
- Sprains and strains
- Insect bites and stings
- Vagina thrush
- Mouth ulcer





Patient Involvement

Patient Participation Group

Future scheduled meeting dates :

- **Monday 21st September 2015**
- **Tuesday 15th March 2016**

All meetings will start at 6:45pm.

This is a chance for all patients to meet other members of the patient group and practice staff and give your suggestions on how we could improve the service for you. Refreshments and home made cakes are provided. We are keen to continue making changes to improve our patient's experience of health care provided by this practice.

You can participate by attending 2 meetings per year and/or via email. We are keen to get new members for the patient group. Please speak to our receptionist or email PPG Lead Person anna.naniewicz@nhs.net.

There are several ways to give feedback and influence changes in the practice.:

- **Comment and suggestion box**
- **Feedback via practice website**
- **NHS Choices www.nhs.co.uk**
- **Write to our Practice Manager dee.stenning@nhs.net**

If you think this is good practice and you would recommend us to other people then we would be very grateful if you could log a positive comment on the NHS Choices website (quick link) www.tiny.cc/fu7sl



STAFF CHANGES:

Staff leaving:

- Wendy Taylor (Administration/HCA)
- Dr Stella Adesoye and Charlotte Porthouse (practice nurse) and Katy Murphy (Receptionist) are on maternity leave.

New staff:

- Aimee O'Brien— new QOF Administrator/ PA to Practice Manager
- Carly Toppin—Receptionist



SUMMER IS FINALLY HERE!

NHS Choices website offers variety of advice to make sure we are all safe and prepared for summer season. Please see <http://www.nhs.uk/Livewell/Summerhealth>, or ask receptionist for more information about:

- Barbecue food safety
- How to get vitamin D from sunlight
- Heat wave: be prepared
- Preventing hay fever
- Sun safety
- and many more.

According to NHS Choices website "**Hay fever affects around one in four people in the UK**". Please see NHS Choices website and/or your local pharmacy to check your symptoms and receive first care. If that does not appear to relieve your symptoms please book an appointment with a GP. We are here to help you.

Amersham Vale Practice would like to take this opportunity to wish all patients a sunny, healthy and safe summer.