

NEVELLS ROAD SURGERY

PATIENTS NEWSLETTER

WWW.NEVELLSROADSURGERY.NHS.UK

01462 414839

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CQC Rating (APRIL 17): **GOOD**

EMMA (Enhanced Medical Messaging Assistant)

Emma is our new, intelligent phone system that will answer all incoming calls to the practice. She will guide you through a few simple steps and help you submit your request by filling out either our medical or admin triage form.

Emma does exactly what the reception team would do.

What can Emma offer?

Emma only has the ability to complete a medical or admin triage form on your behalf

- eg if you are ringing to check the day and time of your upcoming nurse appointment, during that call Emma cannot inform you when your appointment is, however, she will submit an admin triage form requesting that information for you. One of the reception team will respond later that day to you, in this example with your appointment details

Emma will complete the relevant medical or admin triage form for you, this is exactly the same questions & form you could complete yourself either on our website <https://accurx.nhs.uk/patient-initiated/E82008> or by completing a paper version at the reception desk in the surgery

How does this benefit you?

Emma will ensure every patient who phones the practice has the same access to our services as someone filling in the online triage form and the call will be answered within 3 rings, unless you wish to speak to a member of staff. Emma offers a translation service.

Emma frees our clinical and administrative teams to work on providing a more efficient service for patients

Please note the recordings of all calls taken by Emma will be stored for 30 days, then the recordings will be deleted

The surgery welcomes any feedback on improving this service on nevroadppg@gmail.com

Appointments

*ALL urgent and routine appointments are now made by completing the online TOTAL TRIAGE **medical** form. There are a few ways to access this form*

1. Using this direct link to the Form: <https://accurx.nhs.uk/patient-initiated/E82008>
2. Via your NHS app via the 'services' tab
3. By telephoning the surgery where EMMA will assist you to complete the form. Phone line opening times: Monday to Friday: 8am - 6.30pm. 01462 414839
4. Via the surgery website during opening hours Mon -Fri
Nevels Rd Webpage: <https://nevelsroadsurgery.nhs.uk/service/s/appointments/>
5. If none of these are suitable and you prefer to visit the surgery, there is a paper version of the form that you can complete

A doctor will aim to review your request within one working day of receiving it, and often much sooner. Depending on the nature of your concern, we may contact you to offer you an appointment or ask for more information or signpost you to another service. **Please make sure the surgery has up-to-date contact details for you.**

If you have an admin or routine care request eg repeat prescriptions, sick(fit) note, vaccinations etc, all the above methods can be used to access the separate form for ADMIN CARE REQUEST. This form is available ALL day.

ASK OUR DIGITAL CHAMPIONS

Are you, or someone you know, struggling to master the online services the surgery uses?

If there is enough interest, the PPG are considering arranging a drop in session for anyone who would like the extra help.

Please email us at nevroadppg@gmail.com to express your interest or drop a note in at the reception with your name and contact details

BEAT Heart Failure

Do you know the signs if you, or someone you know, might be suffering from heart failure?

Spot the Signs

- **B**reathlessness
- **E**xhaustion
- **A**nkle swelling
- **T**ime to speak to your GP

People with diabetes and high Blood Pressure are at a higher risk

FACEBOOK PAGE

Did you know that the Patient Participation Group (PPG) now has a Facebook page where we regularly post useful information about the surgery? We hope that you will find this useful for up-to-date information about surgery events and activities. Give us a follow using the link below

Find us here:

<https://www.facebook.com/facebook.comnevellsroad/>

***'People need People (Benjamin Zephaniah)
..to make life appealing
And give life some meaning'***

Contact with other people offers major benefits for mental, emotional, and physical health, reducing stress, loneliness, and depression while boosting mood, happiness, and cognitive function.

Letchworth has many groups and activities for you to join.

Eg The Letchworth Arts and Leisure Group (LALG) has many groups ranging from social to walking, art to computing and languages to quizzes.

Contact tel no. 07970 407635

Contact@lalg.org.uk or their website: lalg.org.uk

Become a volunteer for The Surgery Patient Group and help improve the patient experience

Do you have any spare time and would like to get involved? Please do get in touch at nevroadppg@gmail.com or ask at the surgery reception

This newsletter is produced by volunteers on the surgery's Patient Group. We hope you find it useful and informative

MEDICINE WASTAGE

In Hertfordshire and West Essex, **£7.5 million** is wasted every year on unused medicines. The local NHS is encouraging everyone to check before they order any medicines

- Only order what you need
- Return unwanted medicines to your local pharmacy
- Not sure what your medicines are for? Speak to your pharmacist and/or GP for a review

Extended Access Services

6.30pm to 8pm weekdays, Saturdays from 8am to 4pm

If you need help when the surgery is shut, call 111 or visit 111.nhs.uk.

If the situation is life-threatening, call 999. Nearest A&E at Lister Hospital, Stevenage.

There is an *urgent treatment centre* at The New QEII Hospital in Welwyn Garden City every day from 9am to 8pm. This is for urgent but not life-threatening situations only

Feedback and Suggestions

We value patients' feedback – good or bad

Our Practice Manager will always be happy to hear any comments or suggestions you may have that might help us improve our service, or if you think that you have had a particularly good service from us. nevroadppg@gmail.com

SURGERY TEAM

Nevels Rd Surgery have a medical team of 9 GPs, 3 Nurse practitioners, 2 Practice Nurses, Health Care Assistant and 2 Clinical Pharmacists

A full list of the surgery team can be found here <https://nevellsroadsurgery.nhs.uk/team>