

# PRESCOTT SURGERY PATIENT NEWSLETTER

March/April 2023

## **Latest News from The Surgery – From Jenni Green, Acting Practice Manager and Members of The Patient Participation Group.**

### ***Important News from your Patient Group (PPG)***

The **PPG** or **Patient Group** is delighted to welcome Jenni Green as Acting Practice Manager of Prescott Surgery. Jenni has worked at Prescott Surgery for some time and is familiar with the local community. The PPG wish her success in her new role going forwards.

Jenni and the Partners of the Practice are extremely keen for the Patient Group to become active again after a quite period of time. The Patient Group has become very 'thin on the ground' with only 4 members representing the views of over 7000 patients which isn't sustainable going forwards. In order that the practice has a proactive, effective and involved Patient Group then new members are urged to come forwards to join the group. The only essential criterion is that you must be a patient of the practice.

The group will meet once a month with the Practice Manager. Meetings will either be face-to-face or virtually depending on available space at the practice. The group works with the surgery to improve services and communication to the wider patient population. The existing members are welcoming and friendly and the work we do is most rewarding and enjoyable.

If you are interested and would like to join the group then please enquire at reception who will be able to provide you with a simple application form and arrange for one of the existing members to speak with you.

**Please do step forward and the group needs new patient members, their ideas and thoughts.**

**Prescott Surgery Patient Group**  
.....

### ***Same Day Urgent Appointments***

If you have a medical matter that requires you to see a doctor at the practice on the same day, then **you must contact the surgery by 11:00am at the latest.**

Recently this has not been the case and calls have been coming into the practice at different times of the day. It may not be possible for you to obtain a same day appointment unless you contact the surgery **before 11:00am** either in person or by telephone.

Please consider if appropriate can your medical matter be helped by a Pharmacist, 111 or Minor Injuries Unit. Or if it is a medical emergency, please contact 999.

### ***Important News From The Dispensary***

As of the 1<sup>st</sup> of April 2023 there will be no telephone prescription ordering service. All prescriptions must be ordered via the internet using Patient Access or the NHS App, you can also drop off your paper repeat slip which can be posted in the box on the side door of the surgery.

When your prescription is ready you will receive a text saying it is ready for collection, so can you please make sure your mobile telephone number is up to date with our reception team. Due to limited space within the dispensary could you please collect your prescriptions promptly.

The dispensary team is currently advertising for more team members. If you are interested in applying, please apply via Indeed or speak to Julie our Dispensary Manager.

## ***Helping us to Help you - Improving Your Health at Home***

Keeping well, looking after your health and good self-care is becoming more paramount in day-to-day living. The Patient Group thought it would be of benefit to patients to explain how a useful toolkit of products can help patients monitor their own vital signs. **Vital signs are a person's body temperature, pulse rate, respiration rate and blood pressure.** And for a reasonable cost you can purchase equipment to help you monitor your vital signs both as good practice, as part of your on-going healthcare and also if you are unwell.

Vital signs are measurements of the body's most basic functions. They help to detect or monitor medical problems. They can be measured in a medical setting, at home, at the site of a medical emergency or else where. If you have a telephone consultation with your doctor or you see the doctor face to face, it is often useful if you are able to report your vital signs at your appointment, especially if you have been monitoring them for whatever reason.

### **Standard equipment, which monitors vital signs, is as below**

- **A thermometer** – measures the body temperature
- **A Blood Pressure monitor** – monitors the force of the blood pushing against the artery walls during contraction and relaxation of the heart
- **An Oximeter** – measures respiration rate and pulse rate

Whilst the patient group cannot recommend any specific brand of product, local pharmacies will be able to provide advice and also stock the products you need or there are a wide selection available on line to review and purchase.

If you need help or advice using the equipment then please contact the surgery or speak to the nurse or your GP at your next appointment.

Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.30am-6.00pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.

If you have a medical emergency, please dial 999

**Jenni Green – Acting Practice Manager**

\*\*\*\*\*