

East Bridgford Medical Centre Practice Patient Reference Group

The Practice carried out a Patients Survey during February this year. The results were discussed at a meeting of the Patients Reference Group (PRG) at meetings on 21 March and 24 May 2012. It was agreed that there was a clear message for the Practice regarding the lack of understanding of the facilities that are available to Patients. The main areas are:

- Ordering repeat prescriptions.
- Self check-in on arrival for appointments.
- How to receive relevant reminders and information.
- Booking appointments on-line.

The Purpose of this article is to remind all patients of the benefits of using the above facilities.

Ordering Repeat Prescriptions

There are several ways of ordering repeat prescriptions. This can be done by email to Prescriptions@gp-c84025.nhs.uk, by telephone, mobile phone, fax, or by dropping the renewal slip into the box next to the dispensary. There is also a further new method via computer through "SystemOnline". This system enables you to have access to the repeat prescription area of your records and to re-order your medication. Anyone who has access to a computer is encouraged to use this secure method. In order to do so you need to ask for details at the dispensary and they will advise you of the simple process.

Self Check-in on arrival for appointments

Checking-in for an appointment on arrival at the Surgery has now been made easier and quicker, especially if the reception is busy at the time and there are several people waiting. As you enter the reception area there is a small television screen on the wall. All that is required is to touch the screen and follow a few simple instructions. You will be automatically logged in and can take your place in the waiting area.

How to receive relevant personal reminders and information

It is now possible to receive reminders and information about appointments etc relevant to you, directly from the Medical Centre, via email or mobile phone. In order to avail yourself of this facility you need to register your information with reception and give your permission for this to happen.

Booking appointments on-line

It is not yet possible to make appointments on line. This is currently being actively investigated and should be possible in the not too distant future. Watch this space!

I trust that you will find the above helpful and informative. If you have any comments or are at all interested in finding out more about the PRG or would like to join the core committee group, please do not hesitate in contacting either me on 01949 20977 or Chris White Practice Manager at the Medical Centre,

Mike Handy
PRG Chair