



# *Cherrymead Chat Newsletter*

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## **BOOKING AN APPOINTMENT**

Appointments can be made with Doctors or Nurses, although most of the nurse appointments are not for the same day. Currently, Surgery hours are from 8.00am to 6.30pm on weekdays. Appointments may also be made with a Doctor on Tuesday and Thursday evenings between 6.30 and 8.30.

The surgery uses a triage system where you say that you want an appointment, give some brief medical facts, and also give your contact details. The Doctors will then call you back to discuss your problem, and then arrange an appointment if one is required. That is usually for the same day.

### **1 Online booking**

– this can be done outside of office hours.

The Cherrymead Surgery website home page has a link 'BOOK AN APPOINTMENT'. To use this you need to have a Patient Access Login and password. [See PRG newsletter from March 2015 for more information].

If you have a Patient Access account, it is worth logging in at fairly regular intervals, say weekly, to keep your account active. To get an account you need to fill in a form which you can get from the reception desk or online. Once you have your login details, you can request a telephone slot for a call back to join the triage system.

Please be aware that although the system will give you a time, the Doctor will call you back according to clinical need and not at the time given in the process. If it's urgent, a Doctor will call you back more quickly and arrange a sooner appointment. If you do not leave clinical details you will be treated with lower priority.

**2 Booking by Phone** - The main Surgery number is 01494 445150. Call during Surgery hours and use option 2.

The phone line is most busy between 8.00 and 9.30 on a Monday morning, or the day after a Bank Holiday. However,

the Surgery normally manages to give Doctor's appointments the same day. So you do not have to call first thing in the morning to get a same day appointment.

Usually three or four reception staff are there to answer the calls. They log details to the doctors' queues. Explain what the problem is and your best contact phone number. If you are brief, they can answer more calls quickly. The Doctors will speak to you in more detail when they call back, and then decide if you need to go to the Surgery. When you phone and it is busy you may be put on hold for a short while. If the phone is engaged, wait a bit and try again later. If you use the Online Booking you will cut out need for the phone call.

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## **PRESCRIPTION SERVICES**

It has come to the attention of Cherrymead Surgery that a number of patients have received a direct mailing from a company called Pharmacy 2U.

The surgery has not provided them with any patient details and the mailing has not been sent out at the request of the surgery.



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## BOOKING AN APPOINTMENT CONTINUED FROM COVER

The general flow of call is:

The receptionist will ask you for your name and your telephone number. You can ask for a Doctor or Nurse appointment.

The receptionist will also ask you to outline your health problem. You do not have to tell the receptionist if you don't want to, but if you do, it helps the doctor to decide whom to prioritise for an earlier call back based on clinical need.

If you want to talk to a specific Doctor, tell the receptionist. Wherever possible she will arrange it. If you want us to call you between certain times, the receptionist will include that in the note for the Doctor. For example, a working person may ask for a triage call during their lunch period. You can ask for a male or female Doctor.

Your Doctor will call you back as soon as they can. You can then talk about your health problem in the same way you would if you go into the surgery for your appointment.

If your doctor or nurse thinks you need to come into the surgery to be seen, or if you would still like to come in, he or she will make an appointment for you. That will usually be the same day unless you call very late in the day, or request an evening appointment on the next Tuesday or Thursday.

**Ante-natal appointments** can be made with the **Community Midwife**. These are held on Tuesday and Thursday mornings

**Baby clinics** run by health visitors are held on Mondays between 2.00 and 3.30. You do not need an appointment for these. You can just walk in. However, an appointment is required for **baby immunisation**.

You can also make an appointment for **Blood Tests** if a Doctor has given you the form, although some doctors may take blood during a first appointment.

For things that are not urgent, such as **Holiday Immunisation**, the process is slightly different. Here you need to get forms from reception or online for each person and fill them in. You can then get an appointment, usually with the Nurse. However, start this at least six weeks before you are due to go away.

For urgent care **Out of Hours** between 6.30pm and 8.00am use the NHS 111 service.

Pharmacists are highly trained in diagnosis and treatment of common conditions. Often they may be able to recommend something or suggest what to do.

Tony Price

## MEET THE PRG



On 19th and 24<sup>th</sup> March the PRG once again were in the waiting areas of Cherrymead Surgery to meet patients, and let people know what we get up to. We handed out copies of Cherrymead Chat and also collected email addresses from patients to be added to the Surgery database. If the surgery have your email address, and you give your permission, it is then possible for them to contact you with any updates about the surgery. You will also receive a copy of Cherrymead Chat via email. Please be assured that the surgery will not send out lots of email, and will not pass on your details to anyone else.

We also ran a free prize draw to win an Easter Egg over the two mornings. The lucky winner of the draw was :

Stacey Britten!

## MY PRG STORY

Hello - My name is Annita Howarth,

I moved to High Wycombe from my home In Yorkshire in November 2013. I did not know anyone here. I had to look up my nearest GP surgery to register with it. This just happened to be Cherrymead Surgery. As a patient, I was asked if I would like to be a member of the Patient Reference Group (PRG). I did not know anyone so felt it would be a good start to get to know a few friends and possibly learn a little more about my Doctors.

The first meeting I went to was very good. All the members were helpful, kind and welcomed me into the group. I felt like I was a long established member on the first evening. I also discovered that by joining the group not only was I making new friends, I was also learning what the PRG group work is about: that is improving the every-day running of the surgery; awareness of new systems to improve the practice for the patients; better smarter ways of working within the NHS system.

It is with this in mind that I'd suggest that if you would like to be a part of making a difference for the better, have time to spare, have ideas to put forward then the PRG is always looking for enthusiastic people to join to keep Cherrymead the best at all times with a little help from our volunteers. If you would like to find out more: Contact the Practice Manager, Anne Hewitt.

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## STAFF PROFILE - PENNY STANMORE

I have now been with Cherrymead Surgery as Reception Manager for four years. During that time I have seen many changes.

My previous careers were very different. So becoming part of a medical environment was very challenging for me.

After leaving school I worked as a telephonist for the GPO, which is now British Telecom. During that time I gained superb telephone skills and also experience in management and customer services. I was there for eight years. However, a change in technology meant that telephonists were made redundant. I then joined Yellow Pages as a Customer Services Manager, and stayed there for a total of eighteen years. Again, technology, especially the internet, took over and the employees were slowly made redundant.

After eighteen years of being very "Yellow", I took up a role at Citroen, dealing with CEO complaints. It wasn't my ideal role, but I stuck at it for six months. I then took up the challenge of working at Cherrymead Surgery.

On a personal note, I have been married to Andrew for 21 years and I have a 15-year-old daughter Vicky, better known as Doris. This is a nickname she gained as a baby.

A majority of my time is spent with her, including helping with her GCSEs. Not having been at school for many years, I am finding this experience very difficult on occasions. Who can remember doing Algebra?

I have lived in Berkshire all my life and enjoy all the countryside it has to offer, notably Windsor. I enjoy reading and watching old films, especially musicals.



# Cherrymead Chat Summer Fun



Can you spot ten differences between the two pictures?