

ACCESSING YOUR RECORDS WITH THE NHS APP

THE NHS APP IS THE NEW WAY TO ORDER YOUR MEDICATION AND SO MUCH MORE!

Did you know you can manage repeat prescriptions from us in the NHS App? You can easily change your nominated pharmacy and send orders when it's convenient for you.

The NHS App gives you 24/7 access to a range of NHS services.

Use the app to:

- order medications and change your pharmacy nomination
- view and cancel appointments at your GP surgery and link to AccuRx appointment requests
- view your record access your GP medical record securely
- check your symptoms find trusted NHS information on hundreds of conditions and treatments and get instant adviceFind out more: www.nhs.uk/nhsapp

Order repeat prescriptions on the NHS App

- 📍 easily choose where your prescriptions are sent
- 🕒 order at a time that suits you
- 📄 need help? Access support in the app or visit nhs.uk/helpmeapp

NHS App

Download on the App Store | GET IT ON Google Play

LATEST NEWS

Care Navigation

Our Receptionists are specially trained in care navigation. This helps them to **signpost** you to the most appropriate person to help you and sometimes this isn't always a doctor or nurse.

We are so fortunate to have lots of local services that our patients can use for free that are often more suitable such as...

- Our Mental Health Practitioner
- Audiology
- Local and In-house pharmacists
- Social Prescribing
- Umbrella Sexual Health ...and more!

Since May the team **signposted over 300 patients to more suitable services** than seeing a GP -which saved appointments for those who needed them more urgently.

Missed Appointments

We would like to thank all of our patients who cancel their appointments, unfortunately we still have a high number of appointments that go wasted due to not being cancelled..

In April and May **327** GP and Nurse appointments were wasted

New Members of Staff

- Dr Aneeka Shah -GP
- Dr Shamim Abdulrahmin -GP Registrar
- Julie Middleton -Practice Nurse
- Saideah Khan -Practice HCA
- Henna Hussain - Trainee Physicians Associate
- Hazel -Receptionist
- Natalia - Admin

Always Improving Services...

We are always listening to your feedback and working hard to improve the services we offer. Some of the improvements we have made lately include:

• **Mental Health Practitioner**

We have welcomed an Advanced Nurse Practitioner -Corina Daly to our PCN team who will assess and explore over 18's mental health concerns under GP referral.

• **Physician's Associate and Paramedics**

Our clinical team now includes our trainee Physician's Associate and Paramedics who can treat many of the ailments our doctor's treat day to day.

• **HUB appointments**

Did you know that we still host the MOBY PCN hub here on evenings and weekends? You can be seen by Nurses, HCA's and Doctors outside of normal working hours. Every Thursday we release appointments for the Saturday clinic.

• **Improved Phone Lines and Online Triage**

Our patients have shown such interest in the use of our online appointment request form and admin forms on AccuRx. Because of your positive uptake of this online service we are now able to manage the calls from patients who are not able to access the internet and important calls from emergency services and hospitals. We have also invested in a wonderful new callback function that allows our receptionists to call you back as soon as their phonenumber becomes available -listen to be prompted in the phone queue for this service.

In May our Reception Team **answered 3907 calls**
The **Longest** wait time was 22mins



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appointments & admin: <https://florey accurx.com/p/M85018>

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