



# THE BRIMINGTON SURGERY

## NEWSLETTER

WINTER/SPRING 2020

www.brimingtonsurgery.co.uk Church Street, Brimington S43 1JG 01246 273224

### NEW SERVICE – The Medicines Order Line (MOL).

You can now order your repeat prescriptions over the phone from the comfort of your own home or when you are out and about. Your prescription can then be sent electronically to a nominated pharmacy of your choice.

Tel. 01246 588 860 9am-4pm Mon to Fri



### IT & the NHS:

Our last newsletter informed you that we were a pilot site for an SMS texting programme called MJOG – after an evaluation it was decided to move to a different product with more functionality. Many of you who use SMS may not have noticed any difference but for those of you who use apps you should have seen some interesting new services on the new “myGP” app. [www.mygp.io/app](http://www.mygp.io/app) As with all new IT this is a developing app run by an external, NHS approved company.



Getting started is easy; all you need is your D.O.B and mobile phone number.

If you have not registered for online access already, you may be asked to bring ID to the Practice .

Once downloaded, you can use the app’s own help and feedback functions to contact the providers directly (this is found in the apps settings).

“At home, work and play, the myGP app puts you instantly in control of your personal health 24/7. “ We apologise, due to the complexities of GDPR and consent, this app is not available for under 16s to download.

The current online services continue to be available for all patients.

### THE PATIENT PARTICIPATION GROUP (PPG) NEEDS YOU!

This group consists of patients and practice staff who meet four times per year to discuss ways of making a positive contribution to the services and facilities offered by the practice to our patient population.



We are always looking for patients of The Brimington Surgery to bring enthusiasm and new ideas to the surgery.

**HELP US HELP YOU**

For more information please ask at Reception.

### Contact Details

Please make sure we have your correct contact details, particularly your mobile number. We send appointment reminders and we may need to contact you at short notice.



## SPOTLIGHT ON

### RECEPTIONISTS—

#### THE VITAL FRONT LINE ROLE



“Would it surprise you that it takes up to a year to fully train a reception team member?” This is a question that we ask all our interviewees when we recruit. The role is complex and ever-changing; even after more than a decade our most experienced team members sometimes have to consult each other as no two days are the same.

From booking ambulance transport to phoning 999; from checking the toilets to chaperoning a GP; from understanding the complex rules of Information Governance to dealing with verbal aggression— the role is a very challenging yet rewarding one!

#### PLEASE RESPECT OUR HIGHLY TRAINED STAFF



We run monthly staff training sessions on the second Wednesday of every month when we close at 12.30 for the afternoon.

**We appreciate that these closures may not be convenient for our patients but they are vital to support staff in their role in helping you.**

#### WASTED APPOINTMENTS:

The Patient Participation Group is working with the surgery to try to reduce the non-attendance of appointments.

Everyone knows that it can be hard to get an appointment at the majority of GP surgeries across the country. So, if we can reduce the numbers of unattended appointments, it will help ease the impact on other patients trying to access our vital services.

If you need to cancel an appointment please give at least 24 hours' notice. We continue to try and make this as easy as we can.

YOU CAN: use the myGP app; text CANCEL to your SMS appointment reminder; use the online services; phone our cancellation line (01246 212840) or even phone the surgery

**IT IS EASY TO CANCEL – PLEASE DO IT!!!**



*We wish Dr Rachel White all the best for her Maternity leave.*

*Sadly we wave farewell to Dr Fowler as he is going to a practice nearer to home and to Sammy from Admin who has moved to pastures new in Secondary care.*



*We are happy to announce that Dr Freeman has given birth to a healthy baby and plans to return later this year.*

*Dr Roberts has accepted a permanent contract with us; she undertook a significant amount of her training at the Brimington Surgery so we are delighted that she has chosen to stay*

*Sarah and Hollie will join the Admin team early this year and Gabbie, currently on an apprenticeship, has become a permanent and valued member of the Reception Team.*