

Strawberry Hill Medical Centre

NEWSLETTER

1st Edition

May 2018

Newsletter

This Newsletter is produced jointly by the Patient Participation Group (PPG) Organising Group and Strawberry Hill Medical Centre. Our aim is to provide information to let patients know about surgery developments and other important health matters.

Any feedback is most welcome. If you are a patient, this is your newsletter.

Your Patient Participation Group (PPG)

All patients and staff of the Practice are automatically members of the PPG. An Organising Committee is formed from members of the PPG. Any patient may self nominate to be elected to the Committee at the yearly AGM.

Our key objectives are:

- to be a voice for patients of the Practice, providing feedback & comments
- to use feedback from patients to take forward ideas and suggestions about potential improvements.

Photo Project

Our joint venture (Practice and PPG) to brighten up the surgery is now in place. We are pleased to welcome Newbury Camera Club who are displaying framed photographs and changing them every 4 - 6 months.

Photographs are not for sale but the title and photographer is displayed on each.

Blood Pressure Pod

We have a self-service Blood Pressure pod in our ground floor Patient Information Point. Please hand the result to reception so it can be logged on your notes.

Smoking Cessation Clinic

We are fortunate to have a trained Smoking Cessation Advisor at the surgery. Saskia will be really pleased to support any patient who is motivated to quit smoking. Do contact her if you are such a person.

Please phone **01635 917917** to make an appointment. Saskia would love to hear from you.

www.strawberryhillmedicalcentre.co.uk

Interactive Website

Our website has information both about the Practice and National health guidelines.

Since it was launched in April 2016, its use has been growing. The 17,164 requests received via the website has meant that patients have not had to make **8482** phone calls, **3847** appointments and **3356** visits. This has helped patients by freeing up staff time for better targeted care.

New forms are added regularly, so if there is something you think would be useful, that may save a trip or a phone call to the surgery, please let us know via the 'contact the practice' form.

Friends and Family Results

We are encouraged to hear that 79% of patients would be extremely likely or likely to recommend their family and friends to our surgery. We are always striving to provide the best care, so are constantly looking at ways to improve.

NO SHOWS (Did not attend)

Over the last year **155 patients PER MONTH** have not turned up for their booked appointment.

This means **1860** additional patients could have been seen over the year. PLEASE let us know if you cannot attend for your appointment so we can offer it to someone else who needs it.

To submit a friends & family test form please visit our website and search for 'friends'.

Phlebotomy Clinics

If your Doctor/Nurse has requested a blood test, you will be given a form.

You can have your blood test at the West Berkshire Hospital. It is open Monday to Friday 8.30am – 3.30pm. Please note that different types of blood tests are taken at certain times.

Tel 01635 273343 or visit wbch.sangix.co.uk to book an appointment.

Alternatively, the Practice holds a Phlebotomy clinic (blood taking) on Thursdays 8.30am – 12.30pm. Please phone the surgery on 01635 917917 to book an appointment.

Electronic Prescription Service (EPS)

For patients who have regular repeated medication, prescriptions can be sent directly to a chosen pharmacy. Please fill in the [online form](#) or get one from reception. The pharmacy can be anywhere for example near a workplace or home.