

## FARLEY ROAD MEDICAL PRACTICE PATIENTS' PARTICIPATION GROUP

**We would welcome new members to our group to join us in our discussions about how we can help and support our Practice.** We have an outstanding medical team at our Practice and it is our job to encourage and help them by liaising with patients about issues which concern them. We do not discuss or participate in personal issues which should always be taken up with the Practice Manager, Tracy, who will always find time to discuss these. If you would like to join us – we would particularly like to see some younger patients to hear their views – please put your name in the suggestion box which is in the reception area – or hand your details to one of the receptionists, giving your details in order that we can contact you.

**Did you know that you can now access all your medical details now, online?** You are also able to view your tests results and letters. If there is anything on your records which you are unsure about, please do contact the surgery to have this explained to you. Accessing your records helps before or after appointments which you have with a doctor as this enables you to recall or remind you what needs to be or has been, discussed.

**You can also book and cancel appointments online** – if you are unsure about how to do this please ask for details. **Our records for “Did not attends” – DNAs – are not good to say the least.** Please try and let the surgery know if you are unable or do not need to attend for your fixed appointment. DNAs are wasted time as far as appointments for other people are concerned and an expensive waste of medical and clinical staff time – which could be spent with a patient who may desperately need an earlier appointment.

You are also able to obtain repeat prescription online and your prescription will be sent to the chemist of your choice, if you so wish. Of course you can still hand over your repeat prescription form in at the surgery.

**The NHS website is the safest website to use should you need to look anything up relating to your health.** It will give you clear and reliable information and will point you in the right direction should you need to do so.

But mainly what we would like you to do is to interact with us as a Group – if there is anything which you would like us to raise at our regular meetings please let us know. We are not promising that all your suggestions will be fulfilled but we would like to hear them anyway. We would also like to see new members – please give it some thought.

We consider that we have an excellent surgery which provides good care, advice and information. Please support it and remember that if you have anything about which you are not happy do ask for clarification, guidance or support – Tracy will always listen to you.