



Lockwood Surgery

Centre Way, Locks Heath, Southampton, SO31 6DX

www.lockwoodsurgey.co.uk

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Practice Newsletter June 2016

Practice News

After 31 years as a partner at Lockwood Surgery Dr Cooper has decided to retire from the practice, the partners and staff wish him a wonderful retirement.

On Tuesday 21st June 2016 the practice is being inspected by the Quality Care Commission (CQC) The inspectors would really like to hear what you our patients think about the care you receive..
www.cqc.uk/public/sharing-your-experience

Prescriptions line only –

Between 10 -12 am Mon - Fri please call 01489 556797 if you have a query with your prescription or would like to order a new prescription!

Changes to Extended Hours clinics

Tuesday – 1830 – 1900
Wednesday – 0730 – 0800
Wednesday -1830 – 1930
Thursday – 0730 – 0800
1st & 3 rd Saturday of the month
0800 – 1130 am

Missed appointments April 2016

**Doctors 64
Nurses 55**

This equates to 19 hours and 50 minutes of lost clinical time where other patients could have been seen!

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile number then you will get a text reminder the day before your appointment.

Next time you hear someone complain that they cannot get an appointment let them know about these shocking statistics. Remember, it might be YOU that needs an URGENT appointment!

Virtual Patient reference Group

Sign up to the virtual PPG and receive our newsletter on line!

The practice has over 1000 patients who have signed up to our virtual PPG and assist the Practice with surveys asking for patients opinions of services offered by the practice, if you would like to be part of our virtual group please give your email address to reception.

Online records Access Patient Information ‘it’s your choice ‘

If you wish you can now use the internet to book an appointment with a GP, request repeat prescriptions and look at your medical record online.

To be able to access your medical records you will be required to complete an application form, more information on this service and an application form can be access via the practice website www.lockwoodsurgey.co.uk you can also obtain an application form from the reception desk.

Chaperones

If you would like a chaperone present during your consultation, please advise reception when booking your appointment or when you see the GP

The friends & Family Test (FFT)

Have your say to improve health care! The FFT is about giving patients the opportunity to provide quick feed back on their care and treatment experience. It's already in use in many parts of the NHS and is expanding to a lot more.

Look for details in the waiting room or ask any member of staff how to take part.