



Summer 2016

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# Orford Lodge Surgery

## Newsletter

### Welcome to the summer newsletter

Summer seems to have finally arrived, and here is the newsletter which has been slightly delayed due to us dealing with inevitable glitches associated with moving into the new building.

The newsletter is a quarterly publication to update you on the latest activities in the surgery. We hope you find it helpful and would welcome your feedback about the information you would like us to include.

### Building Update

There are still some items to complete in the new building, such as installation of proper signs to help you navigate your way around more easily.

Those who remember the old building may recall that we had a buzzer to gain access during the late surgery on a Wednesday evening, the early morning surgery on a Friday, and the Saturday surgery. This system will soon be re-installed.

The final phase of refurbishment work has just started to upgrade the nurses' rooms at the front of the old building. We hope this

final phase of work will be completed by the end of August.

### Staff Changes

Welcome to Dr Anny Choudhry who joins the surgery as a full-time GP from 1<sup>st</sup> August. Dr Choudhry has been working as a locum for the last couple of months so you may have already met her. Patients who were previously registered with Dr Rosca will be transferred to Dr Choudhry's list.

We also welcome Mrs Darell Jones, our new Healthcare Assistant. Darell will be working Monday to Friday. Her activities will be carrying out health checks, and inviting our patients with long term conditions in for their regular review.

### Access to online services

We have received a large number of requests for access to our online services such as appointment booking, repeat prescription requests and for people to be able to access their medical records online.

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We are processing these applications as quickly as possible, but the requests for access to medical records may take a few weeks. If you would like to apply for online access, please ask one of the reception staff for an application form.

### Website update

We are working to make our website more user-friendly so it is easier to find the information that you need about the surgery, plus links to other support organisations.

All of the information about accessing online services will soon be in one place, and the application form will be available to download.

# Orford Lodge Surgery

## Newsletter

### Feedback from latest patient survey

The latest national patient survey results have been published and we are pleased to say we received good feedback – thank you to everyone who responded.

The area we scored lowest on (82%) was 'ease of getting through on the phone'.

We have taken note and will be reviewing our phone system to see what we can do to improve this over the next couple of months. We will keep you updated.

### Dates for your Diary

#### Saturday Surgeries

The surgery will be open between 8.30am and 11.30am for pre-booked appointments with a GP or Practice Nurse on the following dates:

**Saturday 20<sup>th</sup> August**  
**Saturday 17<sup>th</sup> September**

Appointments can be booked up to 3 weeks in advance.

#### Patient Participation Group meeting

Wednesday 28<sup>th</sup> September, 7pm-8pm

#### Flu Vaccination Clinics

Watch this space for details of our flu vaccination clinics. These will be announced in September.

***Patient Participation Group News***

The Patient Participation Group (PPG) met on 29<sup>th</sup> June. Copies of the meeting minutes are available in the downstairs waiting room of the surgery.

The PPG is always looking for new patient members to join the group and work in partnership with the GP surgery to help achieve high quality and responsive care. If you would like to join the PPG please contact Nichola Goddard via the practice email: [E82080.orfordlodesurgery@nhs.net](mailto:E82080.orfordlodesurgery@nhs.net)

The next meeting will take place on **Wednesday 28<sup>th</sup> September from 7pm – 8pm**. Come along and help shape the services the surgery offers.