



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 001 (May 2019)

Welcome to the Downland Practice patient info sheet. The aim of this is to act as a communication link to all of the patients registered at the practice, if there are changes occurring we hope that this will provide useful to keep you informed. This issue will concentrate on the following issues.

1. Downland Pharmacy
2. Primary Care Network (PCN)
3. Respect
4. Nursing Clinics
5. Downland Practice Website
6. Online access – Appointment booking/Repeat Prescriptions
7. Did Not attend

**Downland Pharmacy** The Downland Pharmacy has undergone significant changes in the last 12 months in order to make the business a sustainable service going forward. We are pleased to announce that the recently appointed Superintendent Pharmacist Sanjay Shah (April 2019) has made a significant impact on the services provided by the pharmacy. Complaints have decreased and the queues of patients waiting to collect their prescribed medications are getting shorter. Sanjay is aligning his team to ensure that the patients receive a first class service and the 20,000 prescribed items that the team process every month are delivered on time to the patient. Please do not telephone the surgery to request repeat prescriptions.

**Primary Care Network (PCN)** The PCN is part of the NHS plan to support GP practices over the next 5 years. A PCN is a group of practices that have a patient population of between 30,000 and 50,000 patients, this may be 3,4,or 5 practices that come together to form a PCN. Some new staff will work across the practices that are in a PCN. Our PCN is called the A34 and consists of Strawberry Hill Medical Centre, Eastfield House Surgery and the Downland Practice. Over the next year the PCN will be working on services that will be introduced at a local level in support of the GP's. Patients will be informed of the new services via this patients update and via the practice website.

**Respect** All patients who attend the Downland Practice are reminded to respect their fellow patients and staff at all times. Do not invade patient personal space and please do not use inappropriate language intended to offend others.

**Nursing Clinics** Nursing clinics will still operate over the summer, but we will have a reduction in the number of nurses that we have. The Downland Practice will focus on the NHS core elements of nursing care so other private work may be reduced in capacity, this will include Travel Health Clinics (Private Work).



**Downland Practice Website** The Downland Practice Website [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk) has changed in format (April 2019), this is a new fresh website that we believe is more user friendly. The format of the website is called footfall and the website has been adopted by most of the GP Practices in the West Berkshire area.

One of the features of the website allows users to ask the GP a question, this is then sent to the practice and the GP's reply will be sent back to you within 5 working days. Patients who ring up asking to pass messages to the GP or ask questions will be directed to the website. If cases turn out to be more urgent then the surgery will be in touch with the person concerned in a timely manner.

**Online Access** The Downland Practice has 30% of its registered patients signed up to online access, this is a great way to arrange your appointment booking or order your repeat prescriptions. Online access is not a tool to create more GP appointments, but you are able to plan your visit to the practice by choosing your appointment time. If you wish to register for online access please visit the Downland Practice Website [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk).

**Did Not Attend (DNA)** If you are unable to attend your GP appointment then please do inform the reception staff as soon as possible. GP appointments are a scarce resource and we need to make sure that the appointments are freed up where possible for the use of our registered patients. Last year **4%** of the appointments offered to patients at the Downland Practice resulted in DNA's. The Downland Practice will be implementing a fresh DNA policy that will aim to screen DNA's and invite repeat DNA patients in to the practice to discuss if we are the right GP Practice for them to be registered with as they may wish to relocate to Didcot, Wantage or Newbury GP Surgeries. Patients who booked their appointments via online access had a DNA rate of **2%**, much more reduced than traditional telephone appointment bookings.