

Tile House Surgery

Patient Group

Newsletter 11 (May 2019)



THE PATIENT REFERENCE GROUP

The aims of our Group are:

- To promote co-operation between the Practice and Patients to the benefit of both.
- To work as liaison between Patients and Practice staff.
- To work to improve communication between the Practice and Patients
- To help the Practice prioritise Patient identified issues.

Current members

Linda Upson—Practice Manager,

Judith McCaul —Chair

Members—Bill Beekoo, Duncan Hamilton, Brenda Rogers, John Lutchmiah, Anne-Marie Ede, Alison Fulcher.

If you would like to become a member of our Group please contact the Practice Manager.

Surgery News Update

We currently have three GP registrars, they are Dr Tiffany Lee, Dr Laura Hastings and Dr Julekha Begum.

A new barrier has been installed at the front entrance to the car park, this is open during our normal working hours and due to security issues will be closed outside of this time. Any cars left in the car park from when we were open can exit the car park, as the barrier will open when approached however the surgery does not accept any responsibility if the barrier does not open when the surgery is closed, so patients leaving their cars in the car park outside of our normal opening hours do so at their own risk.

NHS

National Institute for Health Research

Clinical Research Network Primary Care

This General Practice is research active

Conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best.

In this practice, you might be asked to take part in a clinical research study. Taking part in a clinical research study is voluntary and can be a rewarding experience.

To find local clinical research studies, go to www.ukctg.nihr.ac.uk

Acute Home Visiting Service

This is a new service in Brentwood funded by the CCG and run by BB Healthcare Solutions - when you request a visit you may receive one from this service and not by one of the Tile House Surgery doctors, this can either be a GP or an Advanced Nurse Practitioner whichever is deemed most appropriate. You will be advised if your visit is going to be undertaken by this service at the time that the Triage duty doctor speaks to you. These visits can take place anytime between 9am and 6pm. We appreciate feedback about the quality of this service.



THE NHS APP

Introducing the NHSApp—available for this surgery from 27th May 2019

Get more control of your health and care.

Get The NHS App

A simple and secure way to access a range of NHS Services on your smartphone or tablet.

The NHS App is the first app from the NHS for people across England.

Use the NHS App to:

- ◆ book and cancel appointments
(search for, book and cancel appointments at your GP practice)
- ◆ view your record
(get secure access to your GP medical record)
- ◆ order repeat prescriptions
(see your available medications and place an order)
- ◆ check your symptoms
(find trusted information on hundreds of conditions and treatments and get instant advice)
- ◆ register to be an organ donor
(easily manage your preferences on the NHS Organ Donor Register)
- ◆ choose how the NHS uses your data
(register your decision on whether your data can be used for research and planning.)



A digital front door to the NHS

The NHS App has been designed with patients and healthcare professionals to be your digital front door to the NHS.

It is quick and easy to use and they will be adding new features in the coming months.

Apps are not for everyone so the NHS App won't replace existing services. You can still contact us in the usual ways if you prefer.

www.nhs.uk/nhsapp

Download the NHS APP from your App store and follow the instructions given to register.

To join the Patient Reference Group please leave your contact details at reception so that either Linda, Practice Manager or Judith, Chair may contact you to have a chat about what is involved.