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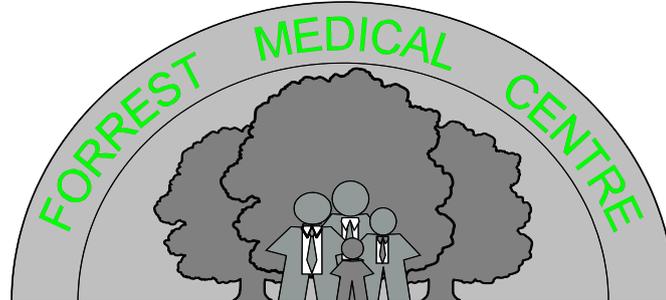
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# Forrest Medical Centre

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February 2015



## Latest News, Updates and Information

### NEW SURGERY UPDATE

The new build has started! The builders came on to site at the end of December 2014, have cleared the site, laid the foundations and are now making good progress on the outside walls.

The walls are going up fairly quickly and the building is now starting to take shape. There is still a lot of work to be done,



*Foundations laid—Jan 2015*

both externally and internally, and we are having monthly updates and meetings with the building contractors to get progress updates. Once we know more details about likely completion and opening dates, we will share this with all patients and start to publically announce

and publicise this.



*Walls start to go up—Feb 2015*

It has been confirmed that, during the entirety of the building works, that we will not have access to our car park, but we have spoken with Coventry City Council and they have agreed to put a new Disabled Parking bay on the road outside the surgery but all other patients and staff will, unfortunately, have to find parking elsewhere. Can we please encourage patients that do use their cars to be mindful of the local residents and to please park carefully and considerately.

We will continue to post pictures and updates online ([www.fmcgp.co.uk](http://www.fmcgp.co.uk)) as well as

providing news or updates via our newsletter and in the surgery.

### STAFF CHANGES

We have a few staff changes that will be happening in the next few months. Dr Miriam Wood, who has been an integral member of our team for many years, will be retiring at the end of April 2015. Dr Wood is a very popular member of staff and we wish her all the best in her retirement and I am sure she will be missed by patients and colleagues alike.



Dr Shyamali Griffiths will be taking maternity leave at the end of February 2015 and we wish her all the best. We will be having a new GP join us to cover for Dr Griffiths while she is away, Dr Linda Perry, and we look forward to working with her.

We are also delighted to announce that Dr Deepika Yadav, who has been working with us



for a couple of months now, has accepted the offer of a permanent contract and so will be continuing with us.

She is proving to be a very popular GP and we are delighted that she will be joining us and we feel she will become an important part of our team.

### **PATIENT ONLINE SUMMARY ACCESS**

Patient Online is an NHS England programme designed to promote online services to patients, including access to records, online appointment booking and online repeat prescriptions.

The NHS's ambition is to embrace technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers. GP practices are leading the way.

At Forrest Medical Centre we already offer appointment booking and ordering of repeat prescription online and by April 2015 we will expand these online services to include access to a summary of information in patients' GP records.

Please be reassured that online services will be offered in addition to the traditional telephone and face-to-face means of interacting with a GP practice and are not meant to replace these!

To register to use these services either complete a registration form (available at reception) or email us (forrest.medical@nhs.net) with your name, DOB and your email address.

### **NHS 111**

NHS 111 is a service that has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

### **APPOINTMENT SYSTEM REVIEW**

We recently completed a survey to get patient feedback on the new appointment system that we introduced in Nov 2013. We called patients that had contacted us on the day for an appointment and ask two simple questions to get their thoughts on how easy it was to get an appointment and whether they felt this new system

### **PATIENT REFERENCE**

#### **GROUP (PRG)**

As a practice, Forrest Medical Centre is committed to listening to our patients' views to help improve the service we offer. To help us to do this we have set up, and are now working with, an active Patient Reference Group (PRG). This group of patients is there to represent your views, thoughts, opinions and suggestions and hopefully over time you will get to know these people and see the results of their efforts. The group is open to any of our patients - so if you would like to get involved yourself, then please speak to a GP or receptionist!

Diane Tolley, our PRG Chair, is also available to talk to people and provide further information—she can be contacted on 024 7646 6935 (messages can be left)

worked for them. Getting a system that works well for everyone can be very challenging, so we are delighted with the results of the feedback that we received.

#### **1. How easy was it to get your query dealt with?**

Very easy - 76.5%  
Easy - 21.2%  
Difficult - 2.4%  
Very difficult - 0.0%  
No response - 0.0%

#### **2. Do you feel that this way of doing things provided a good service for you?**

Yes - 91.8%  
No - 8.2%  
No response - 0.0%