

---

---

# ◊ Forrest Medical Centre ◊

---

---

March 2017



## Forrest Medical Centre

Compassionate • Community • Care

### Latest News, Updates and Information

#### GP ONLINE SERVICES

GP online services allow you to access a range of services via your computer or mobile. Once you have signed up, you will be able to:

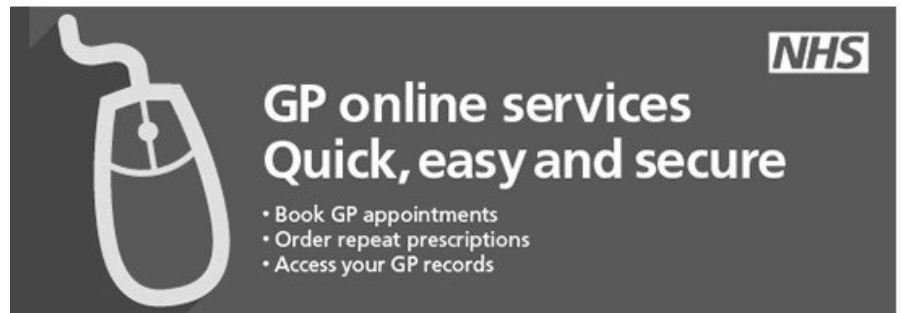
- book or cancel appointments online with a GP
- order repeat prescriptions online
- view parts of your GP health record, including information about medication, allergies, vaccinations, previous illnesses and test results

The service is free. Everyone who is registered with a GP can have access to their practice's online services.

#### How can I start using GP online services?

Follow the steps below to sign up for GP online services:

1. Tell us that you would like to start using our online services



2. A member of the practice will then ask you to fill in a short registration form

3. You will have to provide photo ID and proof of address. If you do not have any ID then either a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record

4. Once you have signed up, you will receive a letter/email with your unique username and password and a link to where you can log in

Please be reassured that online services will be offered in addition to the traditional telephone and face-to-face means of in-

teracting with a GP practice and are not meant to replace these.

Download the form from our website ([www.fmcgp.co.uk](http://www.fmcgp.co.uk)) or ask at reception to get signed up for this and you can get access to these services (please note: to register for GP online services, patients must be 16years+)

#### GP TRAINEES AND MEDICAL STUDENTS

We are proud to be a well-established training practice, helping qualified doctors, known as registrars, complete the final stages of their GP Training. The training doctors tend to be with the surgery for between 4 and 18 months, be-

coming an integral part of the practice team and an invaluable resource for patients. We believe that achieving and maintaining training practice status enhances the quality of the medical care that we can provide at the practice. It also enables patients to see a wider range of clinicians, whilst allowing the surgery to benefit from the fresh ideas and approaches brought by young enthusiastic doctors. We have been a training practice for many years and the feedback from patients regarding our registrars has been overwhelmingly positive. You can of course elect to see your chosen regular doctor, which may include a training doctor, but sometimes this may require you to plan your appointment.



As a teaching practice, patients may also meet medical students in the surgery or accompanying the doctor on their calls. These students are going through a very important part of their medical training and your co-operation is extremely valuable and much appreciated. It is important that we inspire tomorrow's doctors to become GPs, and we believe at FMC we can do this to a high standard! If you do not wish a student to be present at your consultation, please just let the receptionist or GP know—it is not a problem.

## **PURPOSE OF MUSIC IN THE SURGERY**

You will be aware that we play the radio in the surgery waiting areas. Music is one of those things that everyone has a view and an opinion about, and what one person likes, another won't! The radio is not there from an entertainment point of view though, it is played for a very specific reason.

One of the issues that we noticed when we moved into the building was that people could hear conversations that were being held by the GPs in their rooms. We realised this very quickly and so put in a system whereby we could stream music and/or the radio into the waiting areas. This means that there is a constant background noise which now prevents people over hearing private conversations in the consulting rooms.

I am sure that everyone will have a preference or an opinion of what should be played, but we have decided to stream a local radio station into the surgery so that the music is varied, there is no repetition and it also provides a local news and traffic update service!

## **WHY DOES THE PRACTICE KEEP ASKING ME ABOUT....**

All the staff working in our practice are committed to enabling you to enjoy the best possible health. This involves us making sure our records and the information we hold about you is correct and up to date. You may therefore receive letters, texts or phone calls from us asking you for certain pieces of information or inviting you to book an appointment for a spe-

## **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)

cific thing. Often these calls or texts will be for the same thing that we asked you about previously! So why do we do this?

Each GP surgery is required to record certain key pieces of information about patients health. Often this information can be captured during normal consultations that you attend during the year. Where we haven't had the chance to gather and record this information though, we will do this via a letter, a text or a phone call. So please help us to help you by responding to our invites, helping keep our information up to date and making sure we can see the whole, current picture of your health!